

SOP 017 Customer complaints, compliments and suggestions handling process

1. PURPOSE

MTC Australia has a responsibility to handle and address customer compliments, complaints and suggestions in a fair, confidential and timely manner. All identifiable grievances, complaints, compliments and suggestions raised are used to achieve continual improvement for MTC Australia and staff. The feedback will improve the services provided to their customers, clients and other stakeholders.

2. SCOPE

This standard operating procedure applies to all MTC Australia staff in every business unit, including both MTCAL and MTCRL.

3. DEFINITIONS

- **Customers/Clients** includes Job Seekers, Students, Referrers, Employers and or any other third parties where a service has been provided by MTC and its divisions.
- **Complaint** means an expression of dissatisfaction, made by MTC's customers/clients, surrounding policies, procedures, MTC employees or the quality of service delivered by MTC Australia at any point in the delivery of our services.
- **Feedback** can include suggestions for improvement, compliments or positive statements from customers/clients and other stakeholders who believe the delivery of services provided were exemplary and met or exceeded their expectations.

4. REFERENCES

- [Customer Feedback Form](#)
- [Client Feedback Poster](#)
- [MTC Continuous Improvement Register](#)
- [MTC Non-Conformity Register](#)
- [SOP 009](#) Lodging and Managing Continuous Improvement
- [SOP 016](#) Quality Management Review (ISO 9001:2015)
- [SOP 018](#) Customer Experience Feedback
- DESE Compulsory Form for Complaints, Compliments & Suggestions Form
- [MTC Complaints Register \(FOLIO\)](#)
- [Student Handbook \(SEE\)](#)
- [Student Handbook](#)
- [Standards for Registered Training Organisations \(RTO's\) 2015](#)


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- [2017 -2023 SEE Service Provider Instructions](#)
- [Smart and Skilled Operating Guidelines](#)
- [MTCRL WH&S Induction Booklet](#)


5. COMPLAINTS PROCEDURE


This procedure requires all staff at MTC Australia to ensure that all customers, clients and other stakeholders attached to MTC Australia are made aware of the feedback process.


Customer Feedback which includes complaints, compliments and suggestions received must be acknowledged and can be raised via the below:

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Customers can talk directly to an MTC staff [member](#)
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Customers can call or email our Customer Care [team](#)
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Customers can contact us online by completing the Contact Us form on our website, post their feedback on our Social Media pages or they can leave us a message via our Voice of the Customer [surveys](#)
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Customers can complete a Feedback Form at our sites and place it in the Feedback Box
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Customers can contact the Government directly by calling the National Customer Service Line

Complaints made must be addressed according to the below categories:

Category	Type	Who would handle complaint?	Process
Tier 1	Tier 1 complaints include day to day operational raised by customers and our partners. Complaints may cover the following (but not limited too): payment suspensions, unsatisfactory customer service, WFD matters, student matters within Education Services or	Relevant staff member – either onsite or over the phone. Customer Care – over the phone, email or web chat.	If a staff member has received the complaint in person, via email or if Customer Care and has managed to resolve it with the client, there is no requirement to record the complaint. If a Customer Care staff member has received a complaint over the phone, email or webchat they either resolve the

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Category	Type	Who would handle complaint?	Process
	services provided by MTC Recruitment.		customer's complaint or transfer the customer to the relevant staff member. If the Customer Care staff member is unable to resolve the complaint in the first instance and requires further information/ input by a staff member, then the Customer Care staff member will attempt to transfer the call to the MTC staff member. If the MTC staff member is not available, or the complaint came via email, the Customer Care staff member will send an email to the relevant staff member and copy in their manager. The information by the relevant staff member should be provided within 24hrs.
Tier 2	Tier 2 complaints are Tier 1 complaints where the complainant is not satisfied with the original resolution and the complaint has been escalated.	The relevant department manager.	If the Manager has managed to resolve the complaint, there is no requirement to record the complaint. If the Manager has not been able to resolve the complaint, they must escalate the complaint to their Manager and complete the Complaints Form. If the customer is still not happy with the resolution, then they must be advised to submit a formal complaint in writing.
Tier 3	Tier 3 complaints are raised by the complainant externally through a Government Body, including but not limited to the Department, ASQA or MTC directly. Tier 3 complaints are generally serious in nature, that include but not limited to: 1. an offence under law (eg assault, threat etc) 2. a breach (ag Privacy, Data etc) which poses a significant risk to MTC Australia, it customers, staff or community.	The Customer Insights Manager, the Head of the Department and the relevant department compliance officers will jointly manage the complaint, including any relevant MTC staff members. E&T General Manager and GRC General Manager will manage the complaints received from ASQA.	The Customer Insights Manager will reply to all Tier 3 complaints and also record the complaint and outcome in Folio. This task needs to be completed by the date stipulated by the Tier 3 complainant timeframe. The relevant MTC Division Manager will respond to the complainant and resolve the issue. They will then send all the information to the Customer Insights Manager who will enter the details into Folio.

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Category	Type	Who would handle complaint?	Process
	<p>3. or a breach in our contract or Deed.</p> <p>All Tier 3 complaints must be escalated to the Customer Insights Manager.</p> <p>Tier 3 complaints also include Tier 2 complaints where the customer is not satisfied with the outcome and wishes to submit a formal complaint.</p>		<p>Any ASQA related complaints will be addressed through an internal review, investigation, and the proposed resolution process led by the E&T General Manager and GRC General Manager, with the finalized resolution submitted to ASQA.</p>

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Complaints Principles

- The customer/client has the right to be supported by one person of their choice at any meeting or place during the complaint process. The objective with any complaint is an immediate solution.
- The relevant MTC Department compliance officer must be consulted regarding complaints which may involve a contravention of the Deed, Contract, MTC Code of Conduct or an Employment Agreement.
- In general, complaints should be investigated and resolved within 48hrs of receipt. For Tier 3 complaints or more complicated complaints these must be investigated and responded to ***within the timeframe as designated by an external Government Body, or within designated timeframe***. If the complaint is still under investigation after **3 business days**, the complainant should be informed of the progress at regular intervals.
- The Customer Insights Manager will monitor each complaint to ensure it is resolved within the required timeframe.
- Customer Insights Manager must ensure all related evidence to the complaint have been uploaded into FOLIO.
- If the complainant is not satisfied with the investigation outcome and/or the potential resolution of a Tier 1 complaint, the complaint must be escalated to the manager of the program/site.
- If the complainant is not satisfied with the resolution outcome of a Tier 2 complaint, the complaint must be escalated to the Head of Program manager, and they must also fill out the Complaints Form.
- If the complainant is not satisfied with the resolution outcome of a Tier 3 complaint, then the relevant Head of Program or General Manage should investigate the complaint further, then ask for a copy of the report of the complaint investigation and contact the complainant, in the presence of another staff member, to discuss the issue, go through the investigation undertaken and endeavor to reach a resolution with the complainant.
- Once the investigation has been completed, the relevant Head of Program and/or delegate must respond to the client in writing, outlining the proposed resolution **within the required contractual timeframe** from their meeting with the client.
- All communications must be sent to the Customer Insights Manager to update FOLIO.
- If the complainant is still not happy and/or feels that MTC Australia has not handled the complaint appropriately, they can meet with someone outside of MTC Australia. The relevant

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Head of Program must inform the complainant of the below external Organisations or governing bodies that can assist with their complaint.

- **Department's National Customer Service Line: Ph: 1800 805 260**
- **NSW Ombudsman: Ph: 02 9286 1000; W: www.ombo.nsw.gov.au**
- **Anti-Discrimination Board of NSW: Ph: 02 9268 5555; W: www.lawlink.nsw.gov.au/ADB**
- Consultation with a private mediator or agency.

- Any corrective actions or opportunities for improvements identified during the resolution of the complaint will be entered by the Customer Insights Manager or Divisional Manager to the [MTC Continuous Improvement Register](#) or [MTC Non-Conformity Register](#)

- All complaints must be reported in the Voice of the Customer monthly report. A record of complaints can be requested by a Risk and Quality Manager or Customer Insights Manager for the purposes of the bi-annual QMS Review Meeting for the relevant Business Division.

- All customer complaints received via NPS and/or CSat programs (including Government contracted surveys) are sent to MTC Divisional Manager by the Customer Insights Manager. The MTC Divisional Manager reviews the comments and actions according to what Tier the complaint falls under.

5.1 COMPLIMENTS

Staff compliments received will be forwarded to the relevant staff member and cc'd to their manager.

All customer compliments received via NPS and/or CSat programs (including Government contracted surveys) are sent to MTC Divisional Manager by the Government department or the Customer Insights Manager. The MTC Divisional Manager reviews the comments and actions accordingly.

5.2. SUGGESTIONS

Customer suggestions will be forwarded to the Customer & Commercial Manager for consideration as part of general CX Improvement Actions.

All customer suggestions received from customers via NPS and/or CSat (including Government contracted surveys), are sent to MTC Divisional Manager by the Government department or the Customer Insights Manager. The MTC Divisional Manager reviews the comments and actions accordingly.

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5.3 FEEDBACK BOXES

- a) The feedback boxes shall be checked weekly by nominated team members at each site and scan all forms to info@mtcaustralia.com.au.
 - For completed forms, and, to retain the privacy of our customers:
 - o The forms are disposed of in the secure bin after scanning, and
 - o The email is deleted once it has been sent to Customer Care.
 - o Team members shall not read the feedback forms.
 - o Team members shall not discuss or share the contents of the feedback form with anyone, including customers and MTC employees.
 - Where there are **No** forms, an email is sent to Customer Care advising that there are no forms for that week.
 - The nominated staff shall ensure that:
 - o there are adequate feedback forms available and print more if required.
 - o the forms are placed neatly in a tray.
 - o there are pens available for use with the feedback forms.
 - o the forms and boxes are placed directly underneath the feedback poster.
 - o the feedback box is kept locked at all times and the key is kept in the key safe (or equivalent).
- b) The Customer Care will manage all feedback forms in the following ways:
 - positive feedback and suggestions shall be emailed to the relevant staff member and their manager.
 - Negative feedback shall be emailed to the staff member's manager.
 - Where a customer has asked to remain anonymous, all identifying details (e.g. name and contact) shall be removed from the form before forwarding.

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6 RECORDS

All electronic files/documents stored according to the requirements detailed in the following table:

Record or Form Number	Description of Record or Form	Filing Method	Filing Location	Access the records	Active Retention Time	Archive Retention Time	Disposal Method
FOLIO Complaints Register	Register of Complaints	Electronic	FOLIO Complaints Register	Restricted Access controlled by Customer Care team & relevant Program Manager	Indefinite-electronic	Indefinite electronic Status change to 'Closed'	Not required
FOLIO- MTC Continuous Improvement	Continuous Improvement Register/	Electronic	FOLIO> Continuous Improvement Register	Restricted Access controlled by Risk and Quality team	Indefinite electronic Status 'Active'	Indefinite electronic Status change to 'Closed'	Not required
FOLIO- MTC Non-Conformity Register	MTC Non-Conformity Register	Electronic	FOLIO> MTC Non-Conformity Register	Restricted Access controlled by Risk and Quality team	Indefinite electronic Status 'Active'	Indefinite electronic Status change to 'Closed'	Not required
WHS Induction Booklet	Induction Booklet	Softcopy	MIKIE Document Hub	MIKIE Document Hub	Indefinite	Electronic Document will be archived by the Risk & Quality team	Not required

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7 VERIFICATION

To make sure that this procedure is implemented and working, review the following documented evidence:

- FOLIO Complaints Register
- Written responses to complainants
- Internal Audit