Compldint Process

Tasmanian
Secondary
Colleges
RTO Code 60100

```
Formal complaint
received
        │
        ▼
Complainant provided with
Complaint Report Form
        │
        ▼
Completed form lodged with
QA Manager, AP or Principal
        │
        ▼
Complainant provided with a copy of lodged form
        │
        ▼
Complaint investigated by a minimum of two of the following personnel:
QA Manager, AP or Principal
        │
        ▼
Document action taken on Complaint Report Form
        │
        ▼
Complaint resolved
```

```
        Yes                                    No
         │                                      │
         ▼                                      ▼
Provide a copy of the form          Refer the complaint to TSC
to the complainant                  RTO EOs/CEO
         │                            │                    │
         ▼                            ▼                    ▼
Original document filed with EOs   Complaint resolved   Not resolved
         │                            │                    │
         ▼                            ▼                    ▼
Implement continuous         Provide a copy of the form   Refer complaint to appropriate body or person
improvements based           to the complainant           and request advice regarding outcome
on complaint                      │                             │
                                  ▼                             ▼
                         Original document filed with EOs   Provide a copy of the form
                                  │                          to the complainant
                                  ▼                             │
                         Implement continuous                   ▼
                         improvements based          Original document filed with EOs
                         on complaint                           │
                                                                ▼
                                                      Implement continuous
                                                      improvements based on
                                                      complaint if appropriate
```

Access the QMS for current version of all forms   Revised 23 July 2015