



**BEST OPTION  
TRAINING**  
RTO 41246



# **CUSTOMER COMPLAINTS POLICIES AND PROCEDURES**

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# CUSTOMER COMPLAINTS POLICIES AND PROCEDURES

The Customer Complaint Management System (CCMS) is comprised of the Customer Complaint Management Policy and Procedure, employees involved in managing and responding to complaints and compliments and relevant record tracking and keeping systems used to receive, record, respond to and report on complaints and compliments.

## OBJECTIVE

Best Option Training has developed this policy to provide guidance to both customers and employees on how the company receives and manages complaints. When dealing with a customer complaint, the Company is committed to being consistent, fair, and impartial. Customer complaints provide insights into what areas should be worked on and upgraded in order to prevent future complaints.

## SCOPE

This Policy deals with customer complaints about Best Option Training's services. The Company is committed to providing high-quality services and welcomes feedback on its customer service, trainer performance, learning management system, and employees. This means monitoring and improving customer service delivery, as well as enhancing organizational effectiveness and efficiency. The Policy ensures that all customer complaints are handled in a timely, efficient, effective, and equitable manner. Throughout the complaint management process, complainants will be treated with respect and provided with professional service.



## PURPOSE

The purpose of this Policy is to keep and improve BOT's reputation for providing high-quality training and service to our students. Complaints are important to the company because they help us improve our training products, trainer performance, and customer service. Best Option Training is committed to being responsive to our students or potential students' needs and concerns, and to resolving complaints as soon as possible. Another goal of this policy is to ensure that students and employees are aware of the company's complaint lodgement and handling processes, to provide assurance that complaints are investigated impartially and with a balanced view of all information or evidence, and to protect personal information.

## POLICY

- Student complaints can be made by filling out a feedback form on the Best Option Training website, by phone, mail, email, or in person by speaking with any of the customer service representatives. If BOT receives a complaint verbally and believes it is appropriate, it should be written down.
- Students with complaints must provide their name, contact information, the name of the employee who assisted them, the nature of the complaint, details of any steps taken to resolve the complaint, details of conversations with an employee that may be relevant to the complaint, and copies of any documentation that supports the complaint.
- Management will monitor complaints for any identifying trends as part of BOT's ongoing improvement plan, and rectification or remedial action will be taken to alleviate any identified issues.



- Unless the customer expressly consents, his or her personal information will be actively protected from disclosure.
- Within three (3) business days, BOT will acknowledge receipt of the student's complaint. BOT will conduct an initial review of the complaint once it has been received.
- During the initial review or investigation of the complaint, BOT may require clarification of certain aspects of the complaint or additional documentation from the customer. In such cases, BOT will explain why it is seeking clarification or additional documentation and will provide the customer with an update on the status of their complaint at that time.
- Once the complaint has been resolved, the Company will notify the student of the findings and any actions taken. Unless it has been mutually agreed that BOT can provide it to the student verbally or will do so in writing.
- If a student complains about an employee, BOT will handle the complaint in a confidential, impartial, and equitable manner (giving equal treatment to all people). BOT will thoroughly investigate the complaint by gathering relevant facts, speaking with relevant people, and verifying explanations where possible. BOT will also treat the employee objectively by informing them of any complaint about their performance, giving them the opportunity to explain the circumstances, providing them with appropriate support, and informing them of the outcome of the complaint investigation.



# RESPONSIBILITY

The following people are responsible for customer experience and in complying with the Customer Complaints Policy:

**1. RTO Management.** RTO management will lead the way in terms of customer experience. The value of each student and the importance of a positive customer experience are driven throughout the company by management. Management must set the standard for positive attitudes in all situations and for employees to go above and beyond to find solutions on behalf of customers.

**2. Sales Support.** Social media is the most popular way for customers to interact with businesses and voice their opinions. This is the point at which the sales support team becomes involved with customers and complaints. The team must understand how to respond to customers in public because the response is read by more than just the customer. Customers will respond to specific emails with questions, comments, or complaints. Sales support must take responsibility in these areas by attempting to assist the customer rather than simply ignoring the complaint or email.

**3. Student Support Team.** They serve as the Company's front line. They are best suited to identifying and reaching out to students to provide proactive support that keeps customers engaged. They must be professional, patient, and have a "people-first" attitude.

The student support representative answers the phone and speaks directly to the customers. They are in charge of identifying and reporting major issues to the management and product development teams.

The RTO manager oversees the entire student support team. They are responsible for ensuring that the support team is meeting both customer demands and the organization's goals. They oversee employee scheduling and deal with escalated cases.

## PROCEDURE

1. **Acknowledgement.** The Company will acknowledge receipt of the customer's complaint within three (3) business days of receiving it.
2. **Review.** Best Option Training will conduct an initial review of the customer's complaint to determine whether additional information or documentation is required. It is possible that an investigation will be required. Where necessary, the Company may need to contact the customer to clarify details or obtain additional information.
3. **Investigation.** Within ten (10) business days of receiving the customer's complaint, BOT will conduct a fair and unbiased investigation of the complaint.
4. **Response.** Following the completion of the investigation, BOT will inform the customer of the results and any actions taken in response to the complaint.
5. **Actions.** If necessary, BOT will amend or change our business practices or policies following a thorough review or investigation of any complaint received.
6. **Records.** Best Option Training will record the customer's complaint for the purpose of continuous improvement and monitoring through regular review; the customer's personal information will also be recorded in compliance with applicable privacy legislation.



## COMPLAINTS AND APPEALS REGISTER

The purpose of this document is to record complaints and appeals and track the progress.

NO.	DATE	NAME	COMPLAINT	ACTIONS TAKEN	PRIORITY	ACTION DATE	STATUS
1							
2							
3							
4							
5							
6							
7							
8							
9							

**Resolved**