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Complaints and Appeals Policy

1. Complaints

During the course of a training program, participants may have some concerns or complaints with a particular aspect of the program. McDonald's provides complaints mechanisms that allow for the fair and equitable resolution of issues.

McDonald's Complaints procedures ensure that:

- Each complaint and its outcome is recorded in writing using the Customer Complaints Register.
- The participant will receive a response to the complaint within 14 days of their submission.

McDonald's has a number of different communication channels available to employees to raise concerns or pass on comments in relation to any issue.

These include communication (RAP) sessions (for crew and/or managers), crew and manager meetings, performance reviews, our Open Door policy and the Personal Action Letter (PAL) program. The McDonald's Australia Customer Service Hotline is also available at:

Phone: 02 9875 7100

Email: mcs33dback@au.mcd.com

Please refer to the following documents for further information:

- *Crew Essentials/Welcome to our Team Handbook and*
- *Restaurant Policies and Procedures Manual.*

McDonald's Australia complaints process is available to manage and respond to allegations involving the conduct of:

- McDonald's Australia, its trainers, assessors or other personnel; or
- A McDonald's Australia contracted third party providing services of McDonald's Australia, including the third party representatives trainers, assessors or other personnel; or
- A participant of McDonald's Australia.

Allowing participants to easily engage with the personnel of McDonald's Australia about any concerns they have can stop minor issues becoming larger. There is no fee or charge levied for any complaint processed.

McDonald's Australia will maintain a participant complainant's enrolment during any appeal process.

McDonald's Australia's complaints process is publicly available on the McDonald's Australia website, and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment. Where McDonald's Australia uses third parties to deliver services, complaints information is also made available to prospective clients of these third party representatives.

McDonald's Australia's complaints process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by McDonald's Australia, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

1.1. Complaint & Grievance Procedure

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from participants;
- Non-academic matters from participants; and
- Non-academic matters from persons seeking to enrol with the McDonald's Australia in a VET course or unit of study.

1. In the first instance a participant should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with McDonald's Australia management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any client may submit a formal complaint to McDonald's Australia in writing. Complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Date of the event which lead to the complaint; and
 - Any other relevant information or attachments (if applicable).

There is no fee applicable to the submission of complaints.

3. The McDonald's Australia Chief Executive Officer will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
4. The Chief Executive Officer will investigate the complaint, or refer the matter to appropriate McDonald's Australia personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.

In all cases, each party may be accompanied and assisted by a third party at any relevant meeting.

5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the McDonald's Australia Chief Executive Officer.
7. Escalated complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
 - Any other relevant information or attachments (if applicable).
8. The McDonald's Australia Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
9. The Chief Executive Officer will investigate the complaint, or refer the matter to an external dispute resolution process by a body appointed for this purpose by McDonald's Australia. The *default* external body available is:

Resolution Institute
 Student Mediation Scheme
 1800 651 650
leadr@leadr.com.au

In either case, the investigation will be resolved and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.

10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the McDonald's Australia *Chief Executive Officer*. In this situation, the *Chief Executive Officer* will:
- Acknowledge receipt of the escalated complaint in writing within five working days; and
 - Refer the matter to an external dispute resolution process by a body appointed for this purpose by McDonald's Australia.
 - McDonald's Australia will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.
 - The investigation will be resolved and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.
12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

All stages of the complaints process are documented and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the *Complaints Register*. This register is located within the JIRA system.

If at any stage McDonald's Australia considers more than 60 calendar days are required to process and finalise the complaint, McDonald's Australia:

- Informs the complainant in writing, including reasons why more than 60 calendar days are required; and
- Regularly updates the complainant on the progress of the matter.

If the internal or external complaint handling or appeal process results in a decision that supports the participant, McDonald's Australia immediately implements any decision and/or corrective and preventative action required and advises the participant of the outcome.

At all times records of complaints and grievances are maintained confidentially. McDonald's Australia retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

1.2. Complaints Key Contacts

If the participant is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

Organisation	Details
ASQA	1300 701 801 enquiries@asqa.gov.au
Skills Canberra	http://www.cmd.act.gov.au/skillscanberra
NSW Department of Education & Training	www.training.nsw.gov.au
NT Department of Education and Training	www.det.nt.gov.au
QLD Department of Education, Training & Employment	www.training.qld.gov.au
SA Department of Further Education, Employment, Science and Technology	www.training.sa.gov.au
Skills Tasmania	www.skills.tas.gov.au
Victoria Department of Education & Training	www.skills.vic.gov.au
WA Department of Training and Workforce Development	www.dtwd.wa.gov.au

1.3. Improvement Actions

McDonald's Australia confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, McDonald's Australia endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an Improvement Record. McDonald's Australia maintains a Continuous Improvement Register on the JIRA system for recording the receipt and management of improvement records.

Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.



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