



Complaint Management Procedure involving Triple P Trainers (revised)

TPI has obligations to UniQuest as part of the Quality Assurance undertakings and to its insurers to make sure due process is followed when a complaint is made that involves a Triple P trainer.

All complaints concerning the activities of any Triple P trainer must be immediately referred to the Head of Training who is also Chair of the Ethics Committee. An initial discussion will then take place to establish whether this is an informal issue that might best be dealt with locally or whether a formal written complaint will be lodged.

Informal complaints procedure

A discussion will be held between the Head of Training and the recipient of the complaint, together with any other relevant party (e.g. Country Lead, Training Coordinator) to determine whether the matter can be dealt with locally without recourse to a formal written complaint. This decision will largely depend on the nature of the complaint, the wishes of the complainant and the prospects for a prompt and acceptable resolution to all parties. Details of the event will be recorded as part of the Quality Assurance report to UniQuest.

Formal complaints procedure

Where a complainant makes, or wishes to make, a formal written complaint, the following procedure will be followed to ensure a full investigation is conducted and a written response provided as deemed appropriate (See accompanying flowchart). An initial response will be made to the complainant advising them of the initiation of the complaints procedure, copied to senior TPI personnel (i.e. Managing Director, Head Organisational Development, Head of Licensing and Strategic Alliances, and Country Lead). No other communication with the complainant should take place while the investigation is taking place.

Step 1

On receipt of a written complaint, the Head of Training will advise the trainer of the complaint and request a response to the allegations.

Step 2

The Head of Training will examine the training report submitted by the trainer, and the WES scores and written feedback comments made by the participants in the training event.

Step 3

The Head of Training will collate the relevant information and interview the trainer to obtain his or her perspective in relation to the events that form the basis for the complaint/s.

Step 4

The Head of Training will prepare an interim report with recommendations for consideration by senior TPI personnel (i.e. Managing Director, Head Organisational Development, Head of Licensing and Strategic Alliances, and Country Lead) and other relevant participants (e.g. Deputy Head of

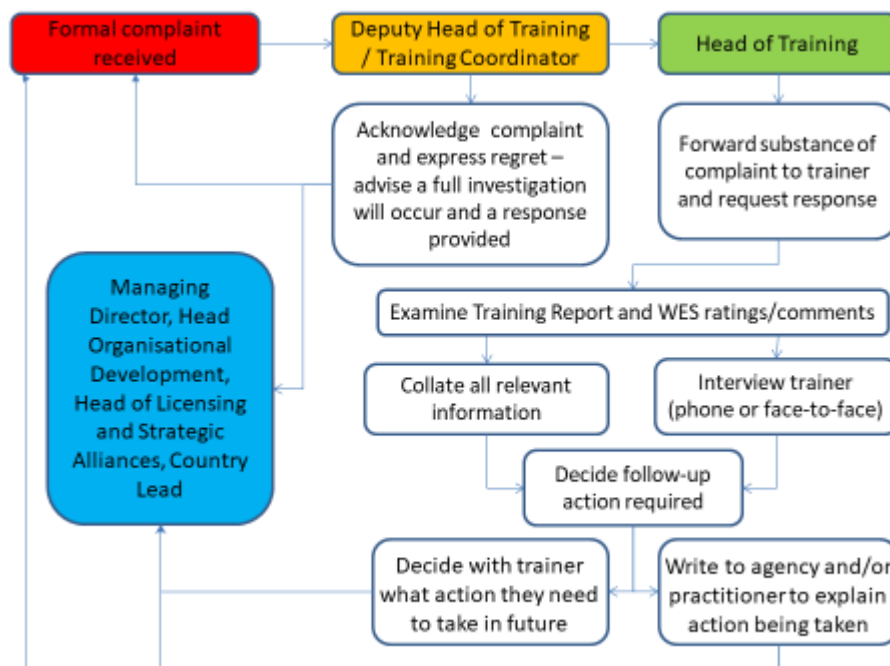
Training. Triple P Training Coordinator). The recommendations will be considered, possibly modified, and adopted.

Step 5

Based on the interim report and the adopted recommendations, the Head of Training will write to the complainant summarising the investigation and offering TPI's official response and suggestions as to how the issues relating to the complaint might be resolved. Further conversations may be necessary to negotiate an acceptable resolution.

Step 6

The Head of Training, in consultation with other relevant parties, will hold a subsequent interview with the trainer to discuss any additional training or professional development that might be required to assist him or her to avoid or better similar situations that may occur in the future. In extreme circumstances, this may lead to the trainer no longer being offered training events. Details of the event will be recorded as part of the Quality Assurance report to UniQuest.



Triple P Trainers' Code of Conduct

Reasonable endeavours are made by TPI to ensure that Triple P Trainers abide by the Triple P Trainers' Code of Conduct and do not deviate from the procedures outlined in the Trainer's Guide (where available) for each level of training. Any failure to abide by the Triple P Trainers' Code of Conduct or any deviation from these training procedures is referred to the Chair of the Ethics Committee of the Triple P International Board for investigation. Triple P trainers have access to supervision and consultative support, particularly in relation to the management of process issues.

Alan Ralph

Head of Training & Chair, Triple P Ethics Committee

January 10, 2018