

Complaints and Appeals Policy

Background

Manage complaints and appeals

Clause 6.1

The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- The RTO, its trainers, assessors or other staff
- A third party providing services on the RTO's behalf, its trainers, assessors or other staff or
- A learner of the RTO.

Clause 6.2

The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

Clause 6.3

The RTO's complaints policy and appeals policy:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- Are publicly available
- set out the procedure for making a complaint or requesting an appeal
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and
- Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Clause 6.4

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

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

Clause 6.5

The RTO:

- Securely maintains records of all complaints and appeals and their outcomes, and
- Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Clause 6.6

Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

Policy Statement

Complaints and appeals are managed by the School in a fair, efficient and effective manner. The

School will create an environment where learner's views are valued. This policy will be made publicly to the School/School community by being made available on the School's intranet and in materials provided to learners on commencement of enrolment.

The School ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. The School ensures that all formal complaints and appeals will be heard with resolutions reached within 60 calendar days of receiving the written complaint or appeal, where possible.

In the case of the time frame being longer than this, the RTO will communicate with the complainant/appellant why the process is taking longer and an estimated timeframe for resolution as well as being kept informed regarding ongoing progress.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Details of all formal complaints and appeals will be securely maintained in a Register of Complaints and Appeals and will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes.

The School as an RTO has a complaints and appeals policy specific to the RTO operations.

A complaint can be made to the School regarding the conduct of:

- The School RTO, its trainers, assessors or other School RTO staff; and
- Students of the RTO.

An appeal can be made to the School to request a review of a decision, including assessment decisions.

Procedure

Complaints procedure

All formal complaints must be in writing and addressed to the Principal, as CEO of the RTO.

On receipt of a written complaint:

- A written acknowledgement is sent to the complainant from the Principal
- The complaint is forwarded to the RTO Manager/delegated representative.

If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter.

The RTO Manager/delegated representative will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee. The complaints committee shall not have had previous involvement with the complaint and will include representatives of:

- The RTO Manager/delegated representative
- The teaching staff
- An independent person

The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The relevant staff member, third party or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The outcome/decision will be communicated to all parties in writing within 60 days.

If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO.

If the complainant is still not satisfied, the RTO Manager/delegated representative will refer them to the VET Regulator website for further information about making complaints (www.QCAA.qld.edu.au/3141.html).

RTO complaints and appeals register will be reviewed each quarter by the RTO Manager/delegated representative and the Chief Executive Officer. The root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.

Appeals procedure

All formal appeals must be in writing and addressed to the Principal, as CEO of the RTO.

On receipt of a written appeal:

- A written acknowledgement is sent to the appellant from the Principal (via admin support)
- The appeal is forwarded to the RTO Manager.

If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter.

The RTO Manager/delegated representative will either deal with the appeal or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee.

The appeals committee shall not have had previous involvement with the appeal, and will include representatives of:

- The RTO Manager/delegated representative
- The teaching staff
- An independent person

The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The outcome/decision will be communicated to all parties in writing within 60 days.

If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO.

If the appellant is still not satisfied, the RTO Manager/delegated representative will refer them to the VET Regulator website for further information about making complaints (www.QCAA.qld.edu.au/3141.html).

The root cause of any appeal will be included in the systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.

The School will include the following information on its public website.

- The school, as an RTO, has a complaints and appeals policy specific to its RTO operations.
- A complaint can be made to the school RTO regarding the conduct of:
 - o The school RTO, its trainers, assessors or other school RTO staff
 - o Students of the RTO
 - o Any third parties providing services on behalf of the school RTO (if relevant).
- An appeal can be made to the school RTO to request a review of a decision, including assessment decisions.
- The school RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal.
- If the school RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.
- If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.
- Complaints or appeals should be directed to the Principal as CEO of the school RTO