

Complaints and Appeals Policy and Procedure

Complaints

| Complaints policy and procedure | | | |
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| Policy | Inform | Act | Record and review |
| <p>Complaints received by the RTO will be acknowledged in writing and finalised as soon as practicable.</p> <p>Complaints can involve the conduct of the RTO's officers, students and third party service providers of the RTO.</p> <p>Any RTO officer may receive a complaint verbally, in writing or electronically.</p> <p>The RTO identifies two types of complaints:</p> <p>(1) allegations of inappropriate behaviour and/or regarding child protection. These allegations are processed according to the RTO's school complaints policy and procedure/s</p> <p>(2) all other complaints.</p> <p>Without limiting the action in type (1) this complaints policy is publicly available and upholds the principles of natural justice and procedural fairness.</p> <p>A review of the issue/s that triggered the complaint is undertaken. The review aims to identify corrective action/s that will eliminate or mitigate the likelihood of a similar complaint occurring in the future.</p> | <p>On receipt of a complaint the delegated RTO Complaints officer:</p> <ul style="list-style-type: none"> provides written acknowledgment to the complainant informs both the complainant and the respondent of their right to be assisted by a support person or representative throughout the complaint process communicates on the progress of the proceedings to the complainant and the respondent throughout the complaint process if the complaint relates to the conduct of a third-party service provider the Complaints officer informs the third party on receipt of the complaint and communicates progress on the proceedings with the third party. | <p>The RTO officer receiving the complaint forwards it to the RTO's Complaints officer unless it relates to the Complaints officer in which case it is forwarded to the Principal:</p> <p>(1) for allegations of inappropriate behaviour and/or regarding child protection the Complaints officer actions the school's <i>Complaints policy and procedure in accordance with the student protection policy</i></p> <p>(2) for all other complaints, the Complaints officer:</p> <ul style="list-style-type: none"> organises a mediation process that is non-threatening to the complainant establishes a review by an appropriate party independent of the RTO if mediation has not resolved the complaint refers the complainant to the QCAA website for further information about complaint processes if the complainant is still not satisfied. However, the students are informed that they may lodge a complaint to QCAA only after exhausting this | <p>The Complaints officer:</p> <ul style="list-style-type: none"> establishes a written record for each complaint received updates the record throughout the complaint process. <p>The RTO Manager:</p> <ul style="list-style-type: none"> registers the complaint in the RTO's <i>Complaints and appeals</i> register securely retains all complaint records reviews each complaint process to identify corrective action/s that eliminate or mitigate the likelihood of reoccurrence ensures corrective action/s are implemented including those action/s impacting on any third-party arrangements. |

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| Records of complaints are securely retained and registered in the RTO's Complaints and appeals register. | <ul style="list-style-type: none"> All communication by the RTO complies with the RTO's Privacy policy and personal information management. | Complaints and appeals policy and procedure. | |
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| Requirements for processing complaints | | | |
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| Complaints | Forwarding complaints | Timeframe | Impacting policies and procedures |
| <p>The receiving RTO officer informs the complainant that an appropriate delegated RTO officer will contact the complainant regarding the complaint.</p> <p>Whenever applicable the receiving RTO officer ensures that the safety of the complainant is maintained.</p> | <ol style="list-style-type: none"> (1) For allegations of inappropriate behaviour or regarding child protection the receiving RTO officer immediately commences to implement the school's Complaints or Child Protection policy. (2) For all other complaints, the receiving officer forwards the complaint to the RTO's Complaints officer for processing. (3) The Complaints officer is responsible for ensuring a written record is established for all complaints received. | <p>The Complaints officer finalises complaints within 60 calendar days. If more than 60 days is required the appellant and respondent are informed in writing of the reasons for the need to extend the time required to finalise the complaint.</p> | <p>Policies which must to be considered in conjunction with this policy and procedure include the school's:</p> <ul style="list-style-type: none"> privacy policy student protection policy. |

Appeals

| Appeals policy and procedure | | | | |
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| Policy | Inform | Act | Record | Review |
| <p>All VET appeals received by the RTO will be acknowledged in writing and finalised as soon as practicable.</p> <p>Two types of appeal may be lodged:</p> <p>(1) Final assessment decision or</p> <p>(2) Any other RTO decision.</p> <p>This policy is publicly available and upholds the principles of natural justice and procedural fairness.</p> <p>A record of each appeal process is reviewed to identify and implement corrective action/s that aim to eliminate or mitigate the likelihood of reoccurrence.</p> <p>Records of appeals are securely retained and registered in the RTO's <i>Complaints and appeals</i> register.</p> | <p>The RTO Manager provides written acknowledgment to the appellant.</p> <p>On receipt of an appeal the RTO Manager informs a third party of the appeal if the appeal relates to a decision made by an employee of the third party.</p> <p>The RTO Manager communicates the progression of the appeal to all parties throughout the appeals process.</p> | <p>(1) When appealing final assessment results the RTO Manager actions the following process:</p> <ul style="list-style-type: none"> appellant's trainer/assessor reviews the decision if the appellant is not satisfied an independent trainer/assessor reviews the assessment decision if the appellant is still not satisfied the RTO Manager refers the appellant to the RTO's complaints policy and procedure. <p>(2) For all other appeals, the RTO Manager:</p> <ul style="list-style-type: none"> reviews the original decision if the appellant is not satisfied an appropriate independent party reviews the RTO's decision if the appellant is still not satisfied the RTO Manager refers the appellant to the RTO's complaints policy and procedure. | <p>The RTO Manager:</p> <ul style="list-style-type: none"> establishes a written record for each appeal received updates the record throughout the appeal process registers the appeal in the RTO's <i>Complaints and appeals</i> register securely retains all appeal records. | <p>The RTO Manager:</p> <ul style="list-style-type: none"> reviews each appeal process to identify corrective action/s that eliminate or mitigate the likelihood of reoccurrence ensures corrective action/s are implemented including those action/s impacting on any third party arrangements. |
| Requirements for processing appeals | | | | |
| Appeals | Forwarding appeals | Timeframe | Assessment result appeals | |
| <p>Appeals must be submitted to the RTO in writing using the RTO's Appeal form.</p> | <p>If the appeal relates to a decision made by the RTO Manager the appeal is forwarded to the Principal for actioning.</p> | <p>The RTO Manager finalises appeals within 60 calendar days. If more than 60 days is required the appellant is informed in writing of the reasons for the need to extend the time required to finalise the appeal.</p> | <p>For assessment results appeals the RTO Manager ensures the appeals process is informed by the:</p> <p>(1) assessment requirements of the relevant training package/accredited course and</p> <p>(2) Principles of Assessment and the Rules of Evidence.</p> | |