

Complaints

| Complaints policy and procedure | | | |
|--|---|--|--|
| Policy | Inform | Act | Record and review |
| <p>Students are supported to make complaints.</p> <p>Complaints received by the RTO will be acknowledged in writing and finalised as soon as practicable. Forms are available on the schools' website.</p> <p>Complaints can involve the conduct of the RTO's officers, students or third-party service providers of the RTO.</p> <p>All complaints are to be made to the RTO manager/HoD VET in writing or electronically using the forms on the school website.</p> <p>The RTO identifies two types of complaints:</p> <ul style="list-style-type: none"> • type 1 — allegations of inappropriate behaviour and/or child protection. These allegations are processed according to the RTO's student safeguarding and protection policy and procedure. • type 2 — all other complaints. | <p>On receipt of a complaint, the delegated RTO manager/HoD VET:</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>For type 1 complaints, RTO manager/HoD VET follows the RTO's complaints policy and procedure in accordance with the student protection and safeguarding policy</p> <p>For type 2 complaints, RTO manager/HoD VET:</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 <p>The RTO manager/HoD VET receiving the complaint will forward the complaint to the principal if the complaint relates to the RTO manager/HoD VET.</p> | <p>The RTO manager/HoD VET:</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/HoD VET:</p> <ul style="list-style-type: none"> • registers the complaint in the RTO's <i>Complaints and appeals register</i> • securely retains all complaint records • communicates outcomes of complaints to appropriate person/s • reviews each complaint process to identify corrective action/s that eliminate or mitigate the likelihood of recurrence • uses each complaint to inform continuous improvement. |

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| <p>Without limiting the action in type 1 complaints, this complaints policy is publicly available and upholds the principles of procedural fairness.</p> <p>A review of the issues that triggered the complaint is undertaken. The review aims to identify corrective actions that will eliminate or mitigate the likelihood of a similar complaint occurring in the future.</p> <p>Records of complaints are securely retained and registered in the RTO's <i>Complaints and appeals register</i>.</p> | <p>All communication by the RTO complies with requirements of the RTO's complaint management system.</p> | <p>Refers the complainant to the QCAA website for further information about complaint processes if the complainant is still not satisfied.</p> | |
| Complaints | Forwarding complaints | Timeframe | Impacting policies and procedures |
| <p>The RTO manager/HoD VET informs the complainant that the RTO manager/HoD VET will contact them regarding the complaint.</p> <p>Whenever applicable, the receiving RTO manager/HoD VET ensures that the safety of the complainant is maintained.</p> | <p>For type 1 complaints, the receiving RTO manager/HoD VET immediately commences to implement the RTO's student protection and safeguarding policy.</p> <p>For all other complaints, the RTO manager/HoD VET receiving the complaint will forward the complaint to the principal if the complaint relates to the RTO manager/HoD VET.</p> <p>The RTO manager/HoD VET is responsible for ensuring a written record is established for all complaints received (unless it relates to the RTO manager/HoD VET, in which case the principal is responsible).</p> | <p>The RTO manager/HoD VET finalises complaints within 60 calendar days.</p> <p>If more than 60 days are required, the complainant and respondent are informed in writing of the reasons for the need to extend the time required to finalise the complaint.</p> | <p>Policies that must be considered in conjunction with this policy and procedure as part of the RTO's complaint system include:</p> <ul style="list-style-type: none"> • privacy policy • school's complaints policy • student protection and safeguarding policy • Student Code of Conduct. |

Appeals

| Appeals policy and procedure | | | |
|--|---|---|---|
| Policy | Inform | Act | Record and review |
| <p>Students are informed about avenues for appeal.</p> <p>All appeals will be finalised as soon as practicable.</p> <p>Two types of appeal may be lodged:</p> <ul style="list-style-type: none"> • appeal of final assessment decision • appeal of any other RTO decision. <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 actions that aim to eliminate or mitigate the likelihood of recurrence.</p> <p>Records of appeals are securely retained and registered in the RTO's <i>Complaints and appeals register</i>.</p> | <p>The RTO manager/HoD VET provides written acknowledgment to the appellant.</p> <p>On receipt of an appeal, the RTO manager/HoD VET 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/HoD VET communicates the progression of the appeal to all parties throughout the appeals process.</p> | <p>When appealing final assessment decisions, the RTO manager/HoD VET actions the following process:</p> <ul style="list-style-type: none"> • the RTO manager/HoD VET provides information to the appellant on avenues for review • the appellant's trainer/assessor reviews the decision • if requested by the appellant, an independent party undertakes a review of the decision • if the appellant is still not satisfied, the RTO manager/HoD VET refers the appellant to the RTO's complaints policy and procedure. <p>For all other appeals:</p> <ul style="list-style-type: none"> • the RTO manager/HoD VET reviews the original decision • if requested by the appellant, an independent party undertakes a review of the decision • if the appellant is still not satisfied, the RTO manager/HoD VET refers the appellant to the RTO's complaints policy and procedure. | <p>The RTO manager/HoD VET:</p> <ul style="list-style-type: none"> • documents the appeal in the RTO's <i>Complaints and appeals register</i> • securely retains all records of appeals • communicates outcomes of appeal to appellant • reviews each appeal process to identify corrective actions that eliminate or mitigate the likelihood of recurrence • uses each appeal to inform continuous improvement. |

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 (On School Website)</p> | <p>If the appeal relates to a decision made by the RTO manager/HoD VET, the appeal is forwarded to the principal for actioning.</p> | <p>The RTO manager/HoD VET finalises appeals within 60 calendar days. If more than 60 days are 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/HoD VET ensures the appeals process is informed by the:</p> <ul style="list-style-type: none"> • assessment requirements of the relevant training product • Principles of Assessment • Rules of Evidence. |



Assessment Appeals Form



Assessment Appeals Procedure

Learners have the right to challenge the assessment decision made by the assessor on a unit of competency. The following steps are to be followed if a learner wishes to exercise this right.

1. The learner should first discuss their opinions with the assessor. If still not satisfied with the decision, they may appeal to the Head of Department VET. An appeal must be made in writing to the Mr Bell within 14 days of this notification.
2. The learner will receive a confirmation receipt within 5 working days.
3. The Head of Department/RTO Manager must notify any external accrediting body that an appeal has been lodged, if the result impacts any external recording of results.
4. The Head of Department/RTO Manager will collect information from the learner and the assessor and give a decision within 30 days of the original appeal.
5. Where required, a re-assessment process will be conducted by (an) independent assessor(s) (who may be external to the organisation)
6. Should a time longer than 60 working days from the original lodgement be required to finalise the appeal, the learner will be notified and also kept informed of all progress on the matter until it is resolved.
7. Comprehensive records will be made of any appeal and subsequent actions and findings.

Note: a separate 'Assessment Appeals Form' must be completed for each assessment decision being appealed.

| | |
|------------------------|---------------------------|
| Date | Click here to enter text. |
| Name | Click here to enter text. |
| Contact Numbers | Click here to enter text. |

For the Assessment Task where a result is being appealed, complete the table below.

| Brief description of the assessment task | |
|--|----------------------------|
| Click here to enter text. | |
| Evidence provided by learner | Date plan agreed |
| 1. Click here to enter text. | Click here to enter text. |
| 2. Click here to enter text. | Date assessment took place |
| 3. Click here to enter text. | Click here to enter text. |
| 4. Click here to enter text. | Date feedback given |
| 5. Click here to enter text. | Click here to enter text. |
| 6. Click here to enter text. | Date appeal lodged |
| 7. Click here to enter text. | Click here to enter text. |

| Comments on assessment feedback given | |
|---------------------------------------|--|
| Click here to enter text. | |
| Learner signature | |
| Date | |

OFFICE USE ONLY

| | | | |
|---|--|---|--|
| Received by | | Appeals Number Issued | |
| Date | | Given to Head of Department VET/ RTO Manager | |
| Date Written acknowledgement forwarded | | By | |
| Date Issued | | Follow up Date (NB: 60-day limit) | |

Action Taken (meetings, investigation, interviews and formal hearings). Attach all documentation

Note any referral to independent party or authority.

Record of decision and any further recommendations for action (improvement, corrective or preventive actions)

| | |
|---|-------------|
| Specify possible improvement based on appeal outcome | |
| | |
| Date of finalisation or external referral | |
| Signature | Date |
| Entry into file | Date |

| | |
|---|---------------------------|
| Decision by Head of Department/RTO Manager | |
| Click here to enter text. | |
| Head of Department/RTO Manager signature | |
| Date decision made | Click here to enter text. |
| Assessor signature | |
| Date | Click here to enter text. |
| Notification of decision sent to Learner | |
| Date | Click here to enter text. |



Complaint Form



Note: By completing this form, you will be lodging a formal complaint.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.

You will receive a confirmation receipt within 5 working days.

| | |
|--|---------------------------|
| Date | Click here to enter text. |
| Name | Click here to enter text. |
| Contact Numbers | Click here to enter text. |
| Please detail your concern in full, giving as much detail as possible | |
| Click here to enter text. | |
| Signature | |

OFFICE USE ONLY

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|---|--|---|--|
| Received by | | Complaints Number Issued | |
| Date | | Given to Head of Department VET/ RTO Manager | |
| Date written acknowledgement forwarded | | By | |
| Date Issued | | Follow up Date (NB: 60-day limit) | |

Action Taken (meetings, investigation, interviews and formal hearings). Attach all documentation

Note any referral to independent party or authority.

Record of decision and any further recommendations for action (improvement, corrective or preventive actions)

Specify possible improvement based on complaint

Date of finalisation or external referral

Signature

Date

Entry into file

Date