

COMPLAINTS AND APPEALS POLICY

REF: STANDARDS FOR RTOs 2015 - CLAUSE 6.1-6.6

COMPLAINTS AND APPEALS POLICY

The school RTO ensures all learners are informed of and understand their rights and responsibilities under the Standards. The school RTO will manage the complaints and appeals process fairly, efficiently and effectively. The school RTO ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

COMPLAINTS PROCEDURE

Persons with a complaint against the school RTO on how it conducts its responsibilities with regard to:

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

have access to the following procedure:

Complaints process:

1. the initial stage of any complaint shall be for the complainant to communicate the complaint at the earliest and lowest level first in an attempt to resolve the issue.
2. person(s) dissatisfied with the outcome of the complaint may then apply to the relevant operational representative (RTO Manager) of the school RTO, who will make a decision and record the outcome of the complaint
3. the complaint and its outcome shall be recorded in writing on the *Complaints and Appeals form*.
4. the RTO manager will attempt to resolve any issues with all parties involved.
5. persons dissatisfied with the outcome may lodge their complaint with the principal (CEO) of the school RTO.
6. on receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the 'complaint and appeal committee'
7. the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 - the principal
 - the teaching staff
 - an independent third party
8. the complainant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
9. the relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
10. the complaint committee will make a decision on the complaint
11. the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
12. If the complaint will take more than 60 days to finalize, written notification will be given to all people involved explaining the delay.

APPEALS PROCEDURE

Learners are informed at their Induction, of their right to request a review of a decision. This may include:

- Appeal of an assessment decision made by either the school RTO or a Third Party providing services on behalf of the RTO (if relevant)

Appeals process:

1. the initial stage of any appeal shall be for the appellant to communicate the appeal at the earliest and lowest level first in an attempt to resolve the issue.
2. person(s) dissatisfied with the outcome of the appeal may lodge the appeal with the operational representative (RTO Manager) of the school RTO, who will make a record about the nature of the appeal.
3. the appeal and its outcome shall be recorded in writing on the *Complaints and Appeals form*.
4. the RTO Manager will attempt to resolve any issues with all parties involved.
5. Persons dissatisfied with the outcome may lodge their appeal with the principal (CEO) of the school RTO.
6. On receipt of an appeal the principal shall convene an independent panel to hear the appeal; this shall be the 'complaint and appeal committee'
7. the complaint and appeal committee shall not have had previous involvement with the appeal and should include representatives of:
 - the principal
 - the teaching staff
 - an independent third party (if relevant)
8. the appellant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
9. the relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
10. the complaint and appeal committee will make a decision on the appeal
11. the complaint and appeal committee will communicate its decision on the appeal to all parties in writing within 5 working days of making its decision.
12. If the appeal will take more than 60 days to finalize, written notification will be given to all people involved explaining the delay.

The outcome of all complaints and appeals will be reviewed as part of the school RTO's quality assurance processes. Any rectifications identified by those processes will be acted on in a timely manner.