

Complaints and Appeals

Policy

This policy should be read in conjunction with the Complaints and Appeals Procedure, the Registered Training Organisation's Quality Manual, Appeals against Assessment Decisions Internal Procedure and the Complaints Policy and Guidelines (Complaints Management for Schools).

PURPOSE

The Department of Education (DoE), Registered Training Organisation (RTO) is committed to resolving difficulties, grievances and complaints in a prompt, impartial and just manner. This policy outlines the principles governing RTO related complaints and appeals, and facilitates compliance with Standard 6.

SCOPE

This policy manages and responds to allegations involving enrolled Students and all Trainer Assessors' within the RTO courses. This policy also manages requests for a review of decisions, including assessment decisions, made by the RTO.

DEFINITIONS

Complaint: a written expression of dissatisfaction regarding a policy, practice, or regarding an individual student, Trainer Assessor, lodged with the express intention of seeking a resolution.

Appeal: a written expression of dissatisfaction regarding an RTO decision, lodged with the express intention of seeking a resolution.

POLICY STATEMENT (Standard 6)

The RTO ensures that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively in accordance with the Standards for Registered Training Organisations (RTO's) 2015 (Standard 6).

POLICY

In managing complaints and/or appeals, the principles of procedural fairness must apply to all processes, requiring that:

- decision makers are fair and impartial
- decision makers address complaints in a timely manner
- in respect of any decision where a person may be adversely affected, that person must be given a reasonable opportunity to be heard regarding the outcome of the complaint and any proposed outcome
- the decision maker must act fairly and provide reasons that explain the decision and any proposed outcome
- the decision must be based upon verifiable information
- the decision must not be pre-determined.

PROCEDURE OVERVIEW

RTO Complaints and Appeals process;

- requires a written record if the complaint or appeal cannot be resolved informally with the Trainer Assessor;
- requires a written statement of the outcome, including details and reasons for the decision and;
- requires that processes begin within 10 working days of the RTO receiving the formal written lodgment of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.

Please refer to the 'Complaints and Appeals Procedure' for further information.

LEGAL AND POLICY FRAMEWORK

This policy is developed, approved and reviewed in accordance with the National Vocational Education and Training Regulator Act 2011, VET Quality Framework and associated legislative instruments.