

Complaint and Appeals

Procedure

This procedure should be read in conjunction with the Curriculum, assessment, reporting and certification policy: early childhood to year 12 and the Registered Training Organisation's Quality Manual, Appeals against Assessment Decisions Internal Procedure and the Complaints Management in Schools Policy.

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.

Scope

This procedure manages and responds to allegations involving enrolled students and all Trainer Assessors within the RTO' courses. This procedure also manages requests for a review of 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.

Roles and Responsibilities

The Chief Executive Officer is responsible for:

- ensuring the correct implementation of this procedure
- convening an Independent Panel to review any appeal process as necessary and act as Chairperson of that panel or nominating a delegate to convene an act as the Chairperson.

As well as the Chief Executive Officer, or delegate, the Independent Panel shall include the Chairperson of the Training Advisory Council and at least one other RTO staff member from the field of study in which the student is enrolled and who has not previously heard the appeal.

The Continuous Improvement Manager is responsible for:

- managing the complaint and/or appeal at the second level
- recording any complaint or appeals in the Complaints and Appeals Register
- monitoring the Complaints and Appeals Register to ensure appeals are managed efficiently and effectively
- reporting the outcomes of any complaints and appeals to RTO management meetings

Trainer Assessors' are responsible for:

- managing any complaints or appeals at the first level.

Procedure

How to make a complaint or appeal

Students have the right to lodge an appeal against a decision up to 30 days following the outcome of a result. Students also have the option to be accompanied by a support person at all levels.

Step 1: If students have a complaint with any aspects of their training, they are encouraged to speak immediately with the Trainer Assessor to resolve the issue. Students can take a support person with them when talking with the Trainer Assessor.

If the Trainer Assessor cannot settle the issue or the student is not happy with the result, then the complaint will be handed to the RTO Continuous Improvement Manager. Students will be informed about this and will be given an approximate range of how long it will be before the student will get a reply to the complaint.

Complaints can be made to your Trainer Assessor or the Trainer Assessor's Training Manager via rto.doe@education.nt.gov.au

Step 2: If further investigation is required, Training Manager refers the appeal and/or complaint to the RTO Continuous Improvement Manager for consideration OR; if it is agreed that the student will have a further attempt at the assessment, every effort will be made to hold the reassessment within 28 days of the result of the original assessment being published. Practical reassessment should occur as soon as possible after the original assessment.

Step 3: If the complaint and/or appeal remains unresolved, it is referred to the Chief Executive Officer for final consideration and a decision.

How the RTO will respond to your complaint or appeal

RTO

- a) acknowledges all complaints and requests for an appeal within 10 business days of receipt
- b) aims to complete all complaints and appeals processes within a reasonable timeframe
- c) regularly updates the student on the progress of their complaint or appeal
- d) informs the Student in writing if it considers that more than 60 calendar days will be required to process and finalise the complaint or appeal, including reasons why more than 60 calendar days are required whilst also regularly providing them with updates on the progress of the matter

How the RTO will decide your complaint or appeal

- a) considers its policies and the standards when determining the outcome of a complaint or appeal
- b) applies the principles of natural justice and procedural fairness at every stage of the complaints and appeals process.

Records and Review

The RTO securely maintains records of all complaints and appeals and their outcomes in a Complaints and Appeals Register. Only authorised Individuals have access to complaints and appeals records.

The RTO aims to identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Links

- [Department of Education Complaints](#)
- [Curriculum, assessment, reporting and certification policy: early childhood to year 12](#)

References

- Standards for Registered Training Organisations (RTO's) 2015
- Australian Qualifications Framework (AQF).

Standards for Registered Training Organisations (RTOs) 2015

- Clauses 5.1–5.2: Informing and protecting students.
- Clause 6.1 to 6.6 Managing Complaints and appeals
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