

## COMPLAINTS & APPEALS PRINCIPLE AND PROCEDURES (RTO No. 45966)

**Complaints and Appeals Principle - accessible to the public via the school website.**

Any person wishing to make a complaint against the school concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints and appeals procedure. Complaints include conduct of the RTO, its trainers, assessors or other staff; a third-party providing services on the RTO's behalf, its trainers, assessors or other staff; or a student of the RTO. An appeal can be a request for a review of decisions, including assessment decisions, made by the RTO or a third-party providing services on the RTO's behalf.

All formal complaints and appeals will be heard and decided within 15 working days of the receipt of the written complaint/appeal by the school. The VET Manager will keep in a secure area, a Register of Complaints and Appeals which documents all formal complaints/appeals and their resolution. Any substantiated complaints/appeals will be reviewed as part of the continuous improvement procedure. The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

### Complaints and Appeals Procedure

Persons with a complaint or appeal, have access to the following procedure:

- the initial stage of any complaint or appeal shall be for the complainant/appellant to communicate directly with their trainer and/assessor or the relevant HOD to resolve any dispute.
- person(s) dissatisfied with the outcome of the complaint or appeal to the trainer and/or assessor or HOD may then take their complaint or appeal to the VET Manager, along with completion of the Complaints or Appeals Record Form. The VET Manager records the information in the secure Complaints and Appeals Register. The VET Manager will make a decision in consultation with the student, the trainer and/or assessor, and will suggest action to be taken by a given date.
- if all are parties are in agreement, once agreed action has been completed and is effective, the Principal of the RTO will sign and date the Complaints or Appeals Record Form and the Complaints and Appeals Register will be updated.

### Independent review:

If person(s) are dissatisfied with the decision of the VET Manager, a review by a party independent of the RTO can be requested by the student:

- a) the complainant shall be given an opportunity to present his/her case to the independent party;
- b) the independent party will make a final decision on the complaint and/or appeal;
- c) the independent party will communicate its decision on the complaint and/or appeal to all parties in writing as soon as practicable. If the RTO needs more than 60 calendar days to process and finalise the complaint and/or appeal, the RTO will inform the complainant or appellant of the reasons for this in writing and provide regular updates;
- d) all information is kept securely to avoid breach of privacy;
- e) the Complaints and Appeals Register will be updated; and
- f) the root cause of the complaint and/or appeal will be considered at continuous improvement meetings and included the annual Internal Audit.