

Complaints and appeals procedures

Complaints and appeals are managed by the RTO in a fair, efficient and effective manner. The RTO will create an environment where student's views are valued. Complaints arise when a student is dissatisfied with an aspect of the [Subject]'s services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the [Subject] has made. Appeals can relate to assessment decisions, but they can also relate to other decisions. Any RTO Officer may receive a complaint. All formal complaints or appeals will be heard and decided within 60 calendar days of the receipt of the written complaint by the RTO.

The [Comments] will keep a Register of Complaints which documents all complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

There are two types of complaints :

Type 1 : Allegations of inappropriate behaviour and/or child protection. These allegations are processed according to the RTO's complaints policy & procedure.

Type 2 : All other complaints.

For Type 1 complains, the Complaints officer follows the school's complaints policy and procedures in accordance with the student protection policy.

For Type 2 complaints, the Complaints officer

- provides written acknowledgment to the complainant
- informs the complainant and respondent of the right to be assisted by a support person and communicates the progress of proceedings to both parties
- establishes a written record for each complaint received
- finalised the complaint within 60 calendar days or seek extension in writing if unresolved
- reviews the issues in order to identify corrective actions and mitigate re-occurrence
- securely retains all complaint records in the "Complaints and Appeals" register

Learners dissatisfied with the outcome of the complaint to the Trainer and Assessor may initiate an appeal process.

Appeal

Formal appeals may only proceed after the initial complaint procedure has been finalised and will follow the below procedure:

Appeals must be submitted to the RTO in writing using the RTO's appeal form

- All appeals received by the RTO will be acknowledged in writing and progress of the appeal will be communicated to all parties
- Two types of appeals may be lodged – appeal of final assessment decision and appeal of any other RTO decision
- The RTO manager informs a third party of the appeal if the appeal relates to a decision made by an employee of the third party
- When appealing final assessment decisions and other appeals, the trainer reviews the decision. If the appellant is not satisfied an independent trainer/RTO manager reviews the decision followed by a referral to the RTO's complaints policies and procedures as necessary.
- The RTO Manager will communicate its decision within 60 calendar days on the complaint to all parties in writing and this will be recorded in the Complaints and Appeals Register. If more than 60 days are required, the appellant is informed in writing of the reasons for the extension request.
- After the complaint or appeal is finalised the RTO Manager will organise a meeting of relevant parties to review the decision and outcome and evaluate the policies, procedures and strategies of the RTO in order to take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.