

## Manage complaints and appeals

The RTO has a complaints policy to manage and respond to allegations involving the 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 learner of the RTO.

The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

The RTO's complaints policy and appeals policy:

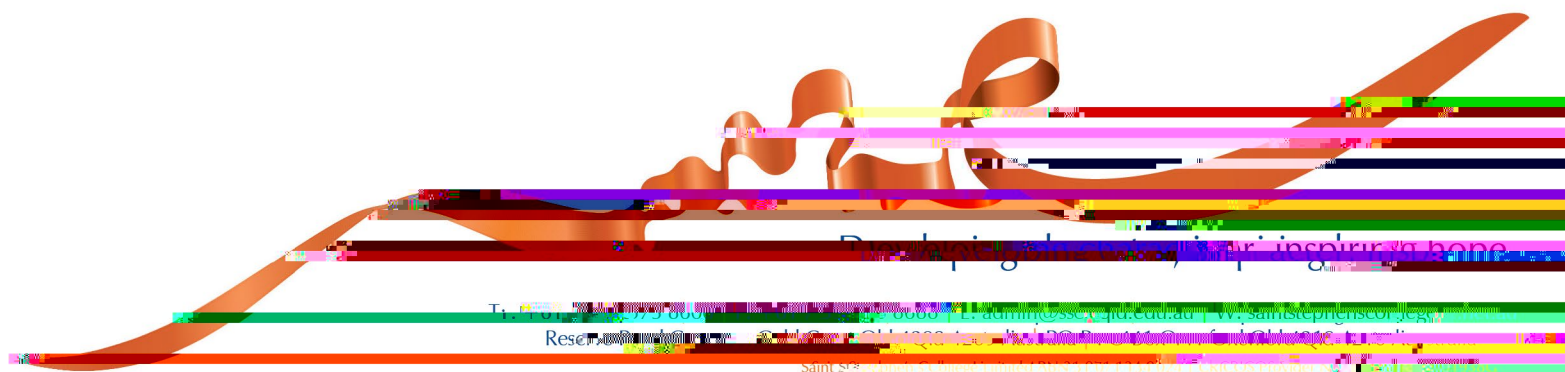
- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- Are publicly available
- set out the procedure for making a complaint or requesting an appeal
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and
- Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- Regularly updates the complainant or appellant on the progress of the matter.

The RTO:

- Securely maintains records of all complaints and appeals and their outcomes, and
- Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.



Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

Complaints and appeals are managed by the College in a fair, efficient and effective manner. The College will create an environment where learner's views are valued. This policy will be made publicly to the School/College community by being made available on the College's intranet and in materials provided to learners on commencement of enrolment.

The College ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. The College ensures that all complaints and appeals will be heard with resolutions reached within 60 calendar days of receiving the complaint or appeal, where possible.

In the case of the time frame being longer than this, the RTO will communicate with the complainant/appellant why the process is taking longer and an estimated timeframe for resolution as well as being kept informed regarding ongoing progress.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Details of all complaints and appeals will be securely maintained in a Register of Complaints and Appeals and will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes.

The college as an RTO has a complaints and appeals policy specific to the RTO operations.

A complaint can be made to the College regarding the conduct of:

- The college RTO, its trainers, assessors or other college RTO staff; and
- Students of the RTO.

An appeal can be made to the College to request a review of a decision, including assessment decisions.

On receipt of a verbal complaint:

- Resolve the complaint if possible, documenting the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.
- If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.

To put a complaint in writing, advise the complainant/appellant that:

- They may use the support of a third party in progressing the complaint/appeal
- They can either put the complaint/appeal in writing themselves using the 'Students Complaints and Appeals Form', or:
- You can make a written record for them to sign. In this case:

- Note whether the complainant wants the support of a third party
- Ensure the complainant signs and dates the form
- Identify yourself, and your role within the RTO
- Sign and date the form yourself.

On receipt of a written complaint:

- If the complaint is not in relation to the RTO Manager
  - The complaint is forwarded to the RTO Manager/delegated representative
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will deal with the appeal, but a written record of the appeal is required.

To put an appeal in writing, advise the appellant that:

- They may use the support of a third party in progressing the appeal
- They can either put the appeal in writing themselves using the 'Students Complaints and Appeals Form', or:
- You can make a written record for them to sign. In this case:
  - o Note whether the appellant wants the support of a third party
  - o Ensure the appellant signs and dates the form
  - o Identify yourself, and your role within the RTO
  - o Sign and date the form yourself.

On receipt of a written appeal:

- If the appeal is not in relation to the RTO Manager
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The root cause of any appeal will be included in the systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.

The College will include the following information on its public website.

- The school, as an RTO, has a complaints and appeals policy specific to its RTO operations.
- A complaint can be made to the school RTO regarding the conduct of:
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