



# VOCATIONAL EDUCATION & TRAINING COMPLAINTS & APPEALS POLICY

National Provider Number: 30119

---

## 1. PURPOSE

Complaints and appeals are managed by St Margaret's Anglican Girls School 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 RTO'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. Students with either a complaint or an appeal will have access to informal complaint process or a formal complaint or appeal process. 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 RTO Manager will keep a Register of Complaints which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

## 2. POLICY

- Complaints received by the RTO will be acknowledged in writing and finalised as soon as practicable.
- Complaints can involve the conduct of the RTO's officers, students or third-party service providers of the RTO.
- Any RTO officer may receive a complaint verbally, in writing or electronically.
- The RTO identifies 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 and procedure
  - type 2: all other complaints.
- Without limiting the action in type 1 complaints, this complaints policy is publicly available and upholds the principles of natural justice and procedural fairness.

- A review of the issues that triggered the complaint is undertaken. The review aims to identify corrective actions that will eliminate or mitigate the likelihood of a similar complaint occurring in the future.
- Records of complaints are securely retained and registered in the RTO's *Complaints and appeals register*.

### **3. INFORM**

On receipt of a complaint, the delegated RTO Complaints officer:

- provides written acknowledgment to the complainant
- informs both the complainant and the respondent of their right to be assisted by a support person or representative throughout the complaint process
- communicates on the progress of the proceedings to the complainant and the respondent throughout the complaint process
- if the complaint relates to the conduct of a third-party service provider, the Complaints officer informs the third party on receipt of the complaint and communicates progress on the proceedings with the third party.

All communication by the RTO complies with the RTO's privacy policy and personal information management.

### **4. ACT**

- The RTO officer receiving the complaint forwards it to the RTO Complaints officer (unless it relates to the Complaints officer, in which case it is forwarded to the Principal).
- For type 1 complaints, the Complaints officer follows the school's complaints policy and procedure in accordance with the student protection policy.
- For type 2 complaints, the Complaints officer:
  - organises a mediation process that is non-threatening to the complainant
  - establishes a review by an appropriate party independent of the RTO if mediation has not resolved the complaint
  - refers the complainant to the QCAA website for further information about complaint processes if the complainant is still not satisfied.

- Students are informed that they may lodge a complaint to QCAA only after exhausting this complaints and appeals policy and procedure.

## 5. RECORD AND REVIEW

- The Complaints officer:
  - establishes a written record for each complaint received
  - updates the record throughout the complaint process.
- The RTO Manager:
  - registers the complaint in the RTO's *Complaints and appeals register*
  - securely retains all complaint records
  - reviews each complaint process to identify corrective action/s that eliminate or mitigate the likelihood of reoccurrence
- ensures corrective actions are implemented including those actions impacting on any third-party arrangements.

## 6. APPEALS

- All appeals received by the RTO will be acknowledged in writing and finalised as soon as practicable.
- Two types of appeal may be lodged:
  - appeal of final assessment decision
  - appeal of any other RTO decision.
- This policy is publicly available and upholds the principles of natural justice and procedural fairness.
- A record of each appeal process is reviewed to identify and implement corrective actions that aim to eliminate or mitigate the likelihood of reoccurrence.
- Records of appeals are securely retained and registered in the RTO's *Complaints and appeals register*.
- The RTO Manager provides written acknowledgment to the appellant.

- On receipt of an appeal, 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.
- The RTO Manager communicates the progression of the appeal to all parties throughout the appeals process.
- When appealing final assessment decisions, the RTO Manager actions the following process:
  - appellant's trainer/assessor reviews the decision
  - if the appellant is not satisfied, an independent trainer/assessor reviews the assessment decision
  - if the appellant is still not satisfied, the RTO Manager refers the appellant to the RTO's complaints policy and procedure.
- For all other appeals:
  - the RTO Manager reviews the original decision
  - if the appellant is not satisfied, an appropriate independent party reviews the RTO's decision
- if the appellant is still not satisfied, the RTO Manager refers the appellant to the RTO's complaints policy and procedure.
- The RTO Manager:
  - establishes a written record for each appeal received
  - updates the record throughout the appeal process
  - registers the appeal in the RTO's *Complaints and appeals register*
  - securely retains all appeal records.
- The RTO Manager:
  - reviews each appeal process to identify corrective actions that eliminate or mitigate the likelihood of reoccurrence
  - ensures corrective actions are implemented including those actions impacting on any third party arrangements.

## 7. DISCIPLINARY PROCEDURES

The same practices and protocols relevant for all students at St Margaret's Anglican Girls School apply for the behaviour and work ethic of students involved in VET courses.

The policies are outlined in the St Margaret's Student Handbook which is supplied to all students.

Appeal or mediation is available to students via teachers, Heads of Year, Heads of Faculty, Careers Counsellor, School Counsellor, Dean of Students, Dean of Academics or the Deputy Principal.

RTO Manager		Principal	
<b>Name</b>	Ms Naomi Holley	<b>Name</b>	Ms Ros Curtis
<b>Email</b>	<a href="mailto:nholley@stmargarets.qld.edu.au">nholley@stmargarets.qld.edu.au</a>	<b>Email</b>	<a href="mailto:principal@stmargarets.qld.edu.au">principal@stmargarets.qld.edu.au</a>

Review Date: February 2022