

Complaints and Appeals Policy

VET Governance

National VET Regulations standards attached to this are:

- SNR 5.7 The applicant has a defined complaints and appeals process that will ensure learners' complaints and appeals are addressed effectively and efficiently.

SRT0: 6.1 – 6.6

Clause 6.1: 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.

Clause 6.2: 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.

Clause 6.3: 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.

Clause 6.4: 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.

Clause 6.5: 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.

Clause 6.6: 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.

Enable College policies:

- Stakeholder Feedback Register.
- Code of Practice.
- Complaints form
- Complaints procedure

Purpose

Enable College is committed to implementing effective and transparent student complaint and appeal processes that are managed effectively, efficiently and with a minimum number of people involved. The complaints and appeals policy aims to deal with complaints in a constructive and timely manner. Many grievances, disputes or conflicts are likely to arise from a misunderstanding or wrong expectations. The complaints process is available to students, staff and members of the public.

All complaints and appeals will be recorded with the detail of: complainant, the situation, the responsible person, the action and outcome detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

Principles

- Treat every person respectfully.
- Collect factual, concise and clear information about the situation.
- Be committed to the principles of negotiation and mediation.
- Listen without judgement.
- Provide maximum opportunity to resolve the situation for all parties.
- Provide access to an external party such as Training Advocate or Australian Skills Standard Authority.
- Ensure privacy of all parties involved is protected.
- Ensure the focus of the resolution is on issues rather than individuals.
- Ensure processes are addressed within a 2 week timeframe.
- Ensure that the complainant has a right to withdraw the complaint at any time.
- Reflect state or federal funding obligations, as appropriate.

Complaints and Appeals Procedures

Staff will:

- Advise the complainant that their complaint will be reported to management.
- Provide a copy of the Code of Practice to students.
- Advise the complainant, if they are not satisfied then the college can request an 'independent adjudicator'.
- Advise the complainant about external reporting agencies such as Training Advocate SA or Australian Quality Skills Authority.
- Record complaint on the Stakeholder Feedback Register.
- Notify management as soon as possible.
- Forward the complainant to management, if the complainant behaviour escalates.

Management will:

- On receiving a complaint, discuss the nature of the complaint and the appropriate course of action to satisfy the complainant's grievance.
- Advise the complainant about information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator or offer to arrange a meeting with the General Manager.
- Advise the complainant of the proposed solution and complete the Stakeholder feedback register of the proposed solution.
- Inform the complainant that if dissatisfied then management will seek an independent adjudicator.
- If required, select an independent adjudicator and be mutually agreed with the complainant.
- Report all independent adjudicator outcomes at the next management meeting and documented in the minutes and filed for future reference.
- Communicate all independent adjudicator to the complainant in a timely manner.

Independent Adjudicator will:

- Contact the complainant to arrange a satisfactory time to meet and discuss the complaint in question.
- Liaise with College management to find a solution.
- Advise College management of the outcome in writing which will be tabled at the next management meeting.

General Manager will:

It is important for consistency and resource management measures that the complaint is dealt with early and at the entry level of the service, if this fails, then the issue will be forwarded to the General Manager, the General Manager will:

- Acknowledge receipt of the complaint and discuss with the complainant.
- Assess the nature and substance of the complaint, including clarifying issues and desired outcomes.
- Review all communication, systems and recorded information.
- Communicate with the complainant about the process of resolving the complaint and the support available.
- Work towards a resolution by offering opportunities to resolve the issue.
- Ensure that the outcome and reasons for the decision are provided to the complainant and others involved in the complaint.
- If required, add any system issue to the continuous improvement register (Stakeholder Feedback register) for review and possible actions.

Appeals Records

Please note that Enable College management will accept appeals against an assessment decision for a period no longer than 3 months following the competency decision. During this period Enable College will maintain records of all assessment decisions.

The following documents will be maintained:

- copies of students' completed assessments
- the marking guide criteria,
- training record book
- workplace evidence
- observation checklist for each student.
- Version Control



GIVEN NAME	SURNAME
STUDENT NUMBER	MOBILE
ADDRESS	
EMAIL	
COURSE CODE	
COURSE NAME	COURSE START DATE

Reason for complaint: _____

Signature student	Date
Signature and name of enable college staff	Date received