

<p>Goulburn Ovens Institute of TAFE</p> <p>Policy no. POQM-01</p>	<p>Title: Complaints and Appeals from Students and Clients Policy Executive approved: 7/10/2014 <i>Reviewed: 6/04/2016, 5/05/2016, 23/08/2016, 27/02/2017, 8/09/2017, 2/07/2018, 10/08/2018</i></p> <p>Responsible Officer: Manager Quality and Sustainability Authorising Officer: Executive Manager: Exec Manager Business Transformation Review: Annual (1st September 2019)</p>
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Complaints and Appeals from Students and Clients Policy

1. PURPOSE

The purpose of this policy is to ensure that Goulburn Ovens Institute of TAFE (GOTAFE) has clear and transparent complaint and appeal processes for students and clients.

2. SCOPE

This policy applies to all students, prospective students and clients of GOTAFE. Complaints may cover any aspect of GOTAFE operations, including academic matters, non-academic matters and matters relating to GOTAFE management and staff and any subcontractor and its staff undertaking work related to its arrangement with GOTAFE, except students appealing against a penalty imposed on them pursuant to the Student Code of Conduct Policy or Student Code of Conduct Procedure.

3. DEFINITIONS

Principles of natural justice

- All parties to a complaint or appeal have the opportunity to put their case and have this properly considered
- Any allegation against a GOTAFE staff member or member of a subcontractor party is made known to that person
- Investigations and decisions are made by persons who do not exercise bias
- A complainant should feel confident that they will not suffer any discrimination as a result of using the complaint or appeal process
- Confidentiality shall be maintained to the extent of the people that need to be directly involved in the complaint or appeal process.

4. PRINCIPLES

The principles of natural justice and procedural fairness are to be adopted at every stage of the complaint and appeal processes through to resolution.

5. POLICY

It is the policy of GOTAFE that complaints and appeals:

- are acknowledged and responded to fairly, efficiently and effectively as part of an effective complaints handling system that reflects the needs, expectations and rights of complainants and appellants
- formal complaints and appeals are recorded and data collected is sufficient to facilitate comparisons with previous periods and identify system-wide and recurring complaints
- systems and processes are consistent with the Skills First Quality Charter and Victorian Ombudsman's Good Practice Guide for Public Sector Agencies; and comply with the VET Quality Framework, *Standards for Registered Training Organisations (RTOs) 2015* and VET Student Loans Rules 2016.

6. DOCUMENTATION

[Complaints and Appeals from Students and Clients Procedure – PRQM-170](#)

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

Charter of Human Rights and Responsibilities Act 2006 (Victoria)

Privacy and Data Protection Act 2014 (Victoria)

[Skills First Quality Charter – ODQU-06](#)

[VET Student Loans Rules 2016](#)