

Complaints and Appeals process

Scope

It is the responsibility of the RTO to ensure that:

- complaints and appeals are managed fairly, efficiently and effectively
- it creates an environment where clients' views are valued

Any person wishing to make a complaint against the school concerning its conduct as an RTO or to make an appeal regarding an RTO decision, shall have access to the complaints and appeals procedure.

The school RTO must cooperate with the National VET Regulator, ASQA.

The RTO operates within a VET Quality Framework and must adhere to all relevant legislation.

Policy statement

All formal complaints and appeals will be heard and decided on within 15 working days of receiving the written complaint or appeal. The designated person (Susan Moore) will keep a Complaints and Appeals Register, which documents all formal complaints and their resolution.

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

Responsibilities

Principal – Jeffrey McRobb

The Principal:

- ratifies all policies and procedures documents for Electro-Training Institute RTO operations
- ratifies complaint resolution actions and appeal decisions
- mediates in complaint resolution processes
- refers clients not satisfied with the outcome of complaints or appeals to the appropriate outside agencies.

The Principal is ultimately responsible for ensuring that the school RTO complies with VET Quality Framework.

RTO Manager¹ - Susan Moore

The RTO Manager:

- puts into effect and manages all policies and procedures for Electro-Training Institute (under delegation from the Principal)
- handles all formal complaints or appeals in the first instance
- ensures that the Principal is aware of any formal complaints or appeals
- participates in complaint resolution processes and moderates regarding appeals (as appropriate)
- takes responsibility for the overall maintenance of the Complaints and Appeals Register, including ensuring complaint resolutions, decisions or actions are documented.

Trainers and assessors/teachers

Trainers and assessors/teachers:

- operate in accordance with all policies and procedures for Electro-Training Institute
- refer any formal complaints or appeals to the RTO Manager.

Administration officer – Letitia Sladden

The administration officer:

- in conjunction with the RTO Manager, maintains the Complaints and Appeals Register.

Related materials

- Corrective Action Report (CAR)
- Complaints and Appeals Register

Complaints and appeals procedures

Complaints arise when a client is dissatisfied with an aspect of the school RTO's services, and requires action to be taken to resolve the matter.

Appeals arise when a client is not satisfied with a decision that the school RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Clients with either a complaint or an appeal have access to the following procedures:

Informal complaint or appeal (or feedback)

- The initial stage of any complaint (or feedback) shall be for the client to communicate directly with the operational representative of the school, e.g. the teacher.

¹ The school RTO may choose to allocate tasks as it sees fit. Where the role of "RTO Manager" has been used in this document, the school may wish to substitute another role title.

- Client/s dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

Formal complaint or appeal

- The informal complaint procedure should be used first.
- All formal complaints or appeals go to the RTO Manager first. Formal complaints or appeals should be recorded in the Corrective Action Record (CAR) which can be obtained upon request and is attached to this policy.
- Upon receipt of this form, all Electro-Training Institute employees and consultants will welcome the opportunity to respond to the matter and the following procedure will apply:
 1. Once received the CAR will be noted in the Complaints and Appeals register immediately by the Administration Officer who will immediately notify the RTO manager of the CAR.
 2. Within 2 working days the RTO manager will notify the person and/or the person in charge of the process/procedure that relates to the complaint or appeal.
 3. The RTO then responds to the complaint or appeal in writing. The written response is given to the RTO manager within 7 working days from the date of the complaint or appeal was registered.
 4. Within 10 working days from the complaint or appeal being registered the CAR, related RTO response and the RTO managers' advice regarding the complaint or appeal is then given to the Principal. The Principal will make a decision as to what action is to be taken to remedy the complaint or appeal. The Principals decision is given in writing to the RTO manager within 12 working days of the complaint or appeal being registered by the RTO.
 5. The RTO manager will then give the response to the complainant within 15 working days from the complaint or appeal being received by the RTO.
- If a learner is dissatisfied with the Electro-Training Institutes complaints and appeals process and feels that he or she has not been given a fair hearing or that the process was not followed, the next step is for the learner to complete an online complaint form at <http://www.asqa.gov.au/complaints/making-a-complaint.html>. Alternatively they can contact ASQA complaints on 1300701 801.

The root cause of any complaint or appeal will be included in the continuous improvement processes of the school.

Corrective Action Report (CAR)

Name	
Contact phone number	
Contact e-mail address (optional)	
Date course completed (if applicable)	
Course code/name/description	
Course Facilitator (if known)	

Complaint or appeal – Please supply an explanation of your complaint or appeal and attach evidence if appropriate

Signature _____