

Feedback, Complaints and Appeals Management Policy

Policy Number:	POQM-01	Original Issue:	7/10/2014
Responsible Officer:	Executive Director, Strategy and Governance	Current Version:	25/05/2021
Authorised Officer:	Chief Executive Officer	Due for review	Annual (24/05/2023)

PURPOSE

To provide students, staff and other stakeholder's clear guidance regarding GOTAFE's complaints, feedback and resolution management processes.

SCOPE

This policy applies to all feedback made by students, staff and other stakeholder's about GOTAFE's employees, operations, systems, facilities or service delivery.

PRINCIPLES

GOTAFE is committed to building a culture that is open and receptive to feedback. GOTAFE is committed to, and will uphold, the following principles in applying this Policy:

- **Commitment** - GOTAFE is committed to responding to feedback and resolving complaints and has a culture that recognises the right to complain. We recognise all feedback as being part of our business of serving our communities and improving service delivery.
- **Accessibility** - People with a range of needs can easily leave feedback, both positive and negative, and staff actively assist them to navigate the process.
- **Transparency** - We make it clear how and where to leave feedback and how the process works. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.
- **Objectivity and fairness** - All feedback is dealt with courteously, impartially, within established timeframes and are assessed on merit.
- **Privacy** - All information received is handled according to privacy laws and other governance protocols. We provide clear information about how we handle personal information. Data is de-identified if reported on more widely.
- **Accountability** - We are accountable both internally and externally for our decision making and complaint handling performance. We provide explanations and reasons for decisions, and ensure that our decisions are subject to appropriate review processes.
- **Continuous Improvement** - Acting on, learning from and using feedback data helps us identify problems and improve services.

DOCUMENTATION

Other material related to the Information Management function at GOTAFE include, but are not limited to:

- Standards for Registered Training Organisations (RTOs) 2015
- Charter of Human Rights and Responsibilities Act 2006 (Victoria)

- Privacy and Data Protection Act 2014 (Victoria)
- VET Student Loans Rules 2016
- GOTAFE Feedback, Complaints and Appeals Management Framework