

RTO Complaints and Appeals Policy and Procedure

Policy

Townsville Catholic Education is committed to responding to the need of Students and providing the service expected by Students. In the event that Students are not happy with any aspect of the service received we would like the opportunity to address the issue. We encourage Students to contact us with any concern or cause for dissatisfaction (complaints) or if they disagree with a decision made by the RTO, including assessment result they have been issued (an appeal).

The complaints and appeals process must be made publicly available via the RTO's website.

Procedure

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students and their parent/guardian, Staff and Contractors.

The following are examples of issues for which Students and their parent/guardian may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning (RPL)
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, Student amenities, etc.

First instance: Students and/or their parent/guardian are encouraged to speak immediately with their Trainer/Assessor. If the Student and/or their parent/guardian is not comfortable addressing the issue with the Trainer they are encouraged to contact the VET Leader at their school delivery site.

Second instance: If the issue is not resolved, the Student and/or their parent/guardian is encouraged to either speak to or contact in writing the VET and RTO Manager at Townsville Catholic Education.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to the Student and/or their parent/guardian in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged an Incident/Complaint Form must be completed and forwarded to the VET and RTO Manager at Townsville Catholic Education immediately, even if the situation has been resolved to the satisfaction of all parties.

Fourth instance: If the Student and/or their parent/guardian is not satisfied with the outcome of this procedure they should be advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <https://www.asqa.gov.au/complaints>

All complaints, irrespective of the outcome must be recorded in the Complaints Register detailing:

- Date of complaint
- Student name
- Complaint details
- Complaint outcome
- Outcome date

If at any point throughout the complaint it is anticipated that the process will take longer than 60 days the person submitting the complaint will be advised of the delay and the reason for the delay.

The Complaints Register is to be managed and maintained by the VET and RTO Manager. Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in the RTOs management file in the “Complaints” in “Complaint and Appeals.”

A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

Appeals

Appeals are the expression of the dissatisfaction with a decision made by the RTO, including an assessment result.

Appeals are the expression of the dissatisfaction of a decision made by the RTO. There are various grounds for lodging appeal. These include, but are not limited to:

- assessment results
- refused refund
- refused requests for an extension

Step 1

If the Student and/or their parent/guardian is not satisfied with a decision made by the RTO, they must complete the Appeals Form - Part A and forward to the VET and RTO Manager at Townsville Catholic Education.

(To be submitted within 5 days of receiving a result)

Step 2

The decision is to be reviewed by a different party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. The Student and/or their parent/guardian is to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

Step 3

If still not satisfied with the outcome of the appeal, the appeal is to be reviewed by the Director of Learning and Teaching at Townsville Catholic Education. The Director of Learning and Teaching will send an acknowledgement letter to the Student, record receipt of the Appeals Form, then conduct the review. The Director of Learning and Teaching, if necessary, will convene a review panel to thoroughly examine the appeal.

(Students are to be advised of the outcome within ten (10) working days).

In the event that it is going to take more than 60 days to review the complaint the Student will be notified in writing and how long it should take before a decision is made.

Step 4

If still not satisfied with the outcome of the appeal the Student's appeal is to be reviewed by the Executive Director of Townsville Catholic Education. The Executive Director will send an acknowledgement letter to the Student and/or their parent/guardian, record the receipt of the Appeals Form, then review. The Executive Director, if necessary will convene a review panel to thoroughly examine the appeal.

(The Student is to be advised of the outcome within ten (10) working days).

Step 5

If the Student and/or their parent/guardian is not satisfied with the outcome of this procedure they should be advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <https://www.asqa.gov.au/complaints>

If at any point throughout the appeal it is anticipated that the process will take longer than 60 days the person appellant will be advised of the delay and the reason for the delay.

Procedure

1. All Employees/Contractors and prospective Students and their parent/guardian are provided with a copy of the Complaints and Appeals Procedure in the Staff and Student's Handbook.
2. All appeals against assessment must be lodged within five (5) working days of receipt of the outcome.
3. All complaints and appeals are to be handled professionally and confidentially in order to achieve a satisfactory resolution.
4. All parties are to have a clear understanding of the steps involved in the procedures.
5. Each Student will be provided with the opportunity to present his or her case at each stage of the process.
6. All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
7. All discussions relating to formal complaints and appeals are to be recorded in writing and the Appellant/Complainant provided with a written statement of the outcomes, including reasons for the decision.
8. Townsville Catholic Education will provide Trainers and/or Students and/or their parent/guardian with details of external authorities that they may approach with respect to their complaint if required.
9. Townsville Catholic Education will endeavour to resolve any complaint referred to it by ASQA within ten (10) working days of its receipt of the complaint.
10. This policy provides an avenue for most complaints and appeals to be addressed. However, in some cases, alternative measures may need to be explored.
11. Townsville Catholic Education will encourage all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation Townsville Catholic Education will acknowledge the need for an appropriate external and independent agent to mediate between the parties.
12. Once finalised a review of the appeal is to be undertaken and actions implemented to reduce the likelihood of the same issue occurring in the future.
13. Records relating to the complaint or appeal including the associated registers are to be securely retained.

Related Policy

- TCEO Complaints

Supporting documents

- Appeals Form
- Appeal Register
- Complaints Form
- Complaints Register