



AUSTRALIND SENIOR HIGH SCHOOL

(RTO CODE 50533)

COMPLAINTS AND APPEALS POLICY & PROCEDURE (VET)

BACKGROUND

As outlined in the *Standards for Registered Training Organisations (RTOs) 2015*, and to be compliant with Standard 6, all Registered Training Organisations (RTO) must have a complaints and appeals policy. This must provide appropriate and transparent mechanisms to acknowledge and deal with complaints and to fairly, efficiently and effectively process and finalise the complaint or appeal.

POLICY STATEMENT

Australind Senior High School, as a nationally recognised RTO, will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on, within 60 calendar days of receiving the written complaint or appeal.

If it is considered that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

The designated person will maintain a secure Complaints and Appeals Register, which documents all formal complaints, appeals and their outcomes.

Any substantiated complaints, as well as the Complaints and Appeals Policy & Procedure (VET), will be reviewed as part of the continuous improvement processes outlined in the school's Quality Manual; and appropriate corrective action will be taken to eliminate or mitigate the likelihood of recurrence.

INTENT

It is Australind Senior High School's intent to resolve all complaints and appeals in a fair, effective, transparent and efficient manner to ensure a minimum of disruption to the business of ASHS RTO and without detriment to the student.

RESPONSIBILITY

Domenic Camera, principal of Australind senior high School is responsible for implementation of this policy and procedure. The Compliance Officer and Vet coordinator are responsible for the implementation of management of procedures and for ensuring that all staff are fully trained in its operation, and students are made aware of its availability.

DEFINITIONS

Complaint: means an allegation involving the conduct of

- ASHS RTO, its trainers, assessors or other staff or
- another student of ASHS RTO.

Appeal: means a request for a review of decisions including:

- assessment decisions made by ASHS RTO.
- Suspension or exclusion from ASHS RTO.

PROCEDURES

1. Complaints Procedure
2. Appeals Procedure

1. Complaints Procedure

- All formal complaints must be in writing and addressed to the Principal, as CEO of the RTO.
- Written complaints will be filed and acknowledged within 2 working days using the standard "*Complaints Form*" and will be handled with a customer focused approach.
- The complaint is forwarded to the Principal, Compliance Officer and VET Coordinator.
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter.
- The Principal and the Compliance Officer or VET Coordinator will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee.
- The complaints committee shall not have had previous involvement with the complaint and will include representatives of:
 - the Principal
 - the teaching staff
 - an independent person
- The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The relevant staff member or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

- The outcome/decision will be communicated to all parties in writing within 60 days.
- Resolution of all complaints will be recorded on the “*Complaints Resolution Form*” (appendix 2) and filed with the original complaint.
- Written feedback will be given to all parties involved either in the form format or by telephone where appropriate.
- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO.
- **The root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.**

2. Appeals procedure

- All formal appeals must be in writing on the ‘*Record of Appeals*’ (appendix 3) standard letter and addressed to the Principal, as CEO of the RTO.
- On receipt of a written appeal:
 - a written acknowledgement is sent to the appellant from the Principal (via admin support) to be handled with a customer focused approach.
 - the appeal is forwarded to the Compliance Officer and/or VET Coordinator.
- If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter.
- The Principal and/or the Compliance Officer/VET Coordinator will either deal with the appeal or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee.
- The appeals committee shall not have had previous involvement with the appeal, and will include representatives of:
 - the Principal
 - the teaching staff
 - an independent person.
- The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The outcome/decision will be communicated to all parties in writing within 60 days.
- Resolution of all appeals will be recorded on the “*Appeals Resolution Form*” (appendix 4) and filed with the original complaint.
- If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO.
- **The root cause of any appeal will be included in the systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence**