

RTO policy and procedures

February 2017

Complaints and Appeals Public Statement

Purpose

This document is provided by the Queensland Curriculum and Assessment Authority for the use of Queensland schools that are registered training organisations (RTOs).

Every RTO must have complaints and appeals policies and procedures that meet the requirements of the *Standards for Registered Training Organisations (RTOs) 2015* (www.comlaw.gov.au/Details/F2014L01377).

Use of this sample document is not mandatory. If used by a school RTO as part of its RTO management systems, it must be appropriately customised to meet the Standards.

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To be compliant with Standard 6 of the *Standards for Registered Training Organisations (RTOs) 2015*, the school RTO must have a publicly available complaints and appeals policy.

Policy statement

The school, as an RTO, has a complaints and appeals policy specific to its RTO operations.

A **complaint** can be made to the school RTO regarding the conduct of:

- the school RTO, its trainers, assessors or other school RTO staff
- students of the RTO
- any third parties providing services on behalf of the school RTO (if relevant).

Complaints may be made to any member of staff.

An **appeal** can be made to the school RTO to request a review of a decision, including assessment decisions.

Appeals should be made to the trainer/assessor in the first instance, but can also be made to Heads of Department or the RTO Manager.

The school RTO (Benowa State High School) will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

Procedures

1. On receipt of a verbal complaint:
 - The complaint will be resolved if possible. The staff member will document the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.
 - If the complaint cannot be promptly and simply resolved, a written record of the complaint is required.
2. To put a complaint/appeal in writing:
 - you may use the support of a third party in progressing the complaint/appeal
 - you can either put the complaint/appeal in writing using the form available in the appendix of the VET Student Handbook or from the Vocational Education page on the school website:
<https://benowashs.eq.edu.au/Curriculum/VocationalEducation/Pages/VocationalEducation.aspx>
3. On receipt of a written complaint/appeal:
 - if the complaint/appeal is not in relation to the RTO Manager
 - forward it to the RTO Manager
 - The RTO Manager will enter it into the secure Complaints and Appeals Register.
 - if the complaint is in relation to the RTO Manager
 - forward it to the Deputy Principal responsible for the Senior School
 - It will be entered into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.
 - You will receive a written acknowledgement from either the RTO Manager or the Deputy Principal responsible for the Senior School, as appropriate.
4. To resolve the complaint/appeal, the RTO Manager and/or Deputy Principal:
 - discuss the issue/s with the staff member to whom the complaint/appeal was made
 - give the complainant/appellant an opportunity to present their case (they may be accompanied by other people as support or as representation)
 - give the relevant staff member, third party or student (as applicable) an opportunity to present their case. They also may be accompanied by other people as support or as representation.
 - if necessary, an independent panel will be convened, the Complaints and Appeals Committee, to hear the complaint/appeal.
The committee must not have had previous involvement with the complaint/appeal, and must include:
 - a representative of the Principal
 - one or more representative/s of the teaching staff
 - an independent person.
 - deal with the issue/s
 - communicate the outcome/decision to all parties in writing within 60 days of receipt of the complaint/appeal
 - document the complaint/appeal — including the cause, actions taken and decisions made — in the Complaints and Appeals Register.
5. If the complaint/appeal is not finalised within 60 calendar days of its receipt, you will be informed in writing and regularly updated on the progress of the matter.
6. If the procedures fail to resolve the issue/s, you may have the outcome reviewed (on request) by an appropriate party independent of the RTO.

File location: \\eqsoc2150001\Desktop\$\rholl23\Desktop\RTO Policy and Procedures - Complaints and Appeals - Public Statement.docx
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Approved: Mark Rickard – Executive Principal
Ownership: Benowa State High School

7. If still not satisfied, refer to the QCAA website for further information about making complaints (<https://www.qcaa.qld.edu.au/senior/vet/rto-registration-audits/appeals-complaints-enforcement>).
8. The school RTO will undertake a continuous improvement process that includes:
 - reviewing the details in the Complaints and Appeals Register
 - reviewing the complaints and appeals policy and procedures
 - taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

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

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Benowa State High School – 30051

VET Appeals Form

By completing this form you are requesting to appeal a judgment made against you.

This form serves to begin the appeal process in relation to a judgment that has been made against you. This form must be lodged to the **Head of Department – Senior Schooling** within 7 days of you receiving a judgement.

A written response will be issued to you within 21 days.

Name			
Email Address			
Contact Number			
Please provide details of your reason/s for an appeal			
Signature			Date

Office Use Only

Received By		Appeal Number	
Date		Follow up Date	
Action Taken			
Possible Improvement based on reasons for appeal			

Benowa State High School – 30051

VET Complaint Form

By completing this form you will be lodging a formal complaint.

This form must be lodged to the **Head of Department – Senior Schooling**. Where the complaint is in relation to the Head of Department – Senior Schooling, the form must be lodged with the **Director of Studies**.

You will receive an email acknowledgement on receipt of this complaint from either the Head of Department – Senior Schooling or Director of Studies.

Name			
Email Address			
Contact Number			
Please provide details of your concern – Provide as much detail as possible			
Signature			Date

Office Use Only

Received By		Appeal Number	
Date		Follow up Date	
Action Taken			
Possible Improvement based on reasons for appeal			