

Complaints and Appeals Policy and Procedure

Policy

St Michaels Training manages complaints and appeals in a transparent manner which enables learners to be informed of understand their rights and obligations and the RTO's responsibilities in relation to complaints and appeals as outlined in the Standards for Registered Training Organisations (RTOs) 2015 .

Complaints and appeals are handled in the strictest of confidence and records are secured in accordance with the St Michaels Training Records Management Policy and the Australian Privacy Principles.

Definition

A complaint or appeal may include, but is not limited to:

Complaints

- Program advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Marketing and promotional activities
- Personal safety
- Customer service and administration
- Issue of results, certificates, statement of attainment
- Learning resources
- Fees and charges
- Access and Equity, discrimination, harassment and bullying

Appeals

- Assessment process and decision
- Learner progress and progress decisions

Responsibilities

All St Michaels Training employees are responsible for:

- conducting themselves in a professional manner to minimise the incidence of complaints and allegations
- the accurate and timely documenting of complaints and appeals as outlined in this procedure
- ensuring that learners are fully informed of the St Michaels Training Complaints and Appeals Policy and Procedures
- assisting a complainant or appellant to resolve concerns directly and informally with parties involved in the first instance
- assisting a complainant or appellant to lodge a formal complaint or appeal

The RTO Manager is responsible for:

- ensuring that complaints and appeals are managed in a transparent manner in accordance with the principles of natural justice and procedural fairness
- offering independent review of decisions, where required
- determining independent internal or external third parties to review complaint and appeal processes
- ensuring that complaints and appeals outcomes are used to inform continuous improvement strategies within St Michaels Training through the internal audit process
- maintaining St Michaels Training Complaints and Appeals Register
- ensuring that complaints and appeals outcomes are used to inform continuous improvement strategies within the RTO and third party providers, through the internal audit process

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Third Party Trainers and Assessors are responsible for:

- conducting themselves in a professional manner to minimise the incidence of complaints and allegations
- the accurate and timely documenting of complaints and appeals as outlined in this procedure
- ensuring that learners are fully informed of St Michaels Training Complaints and Appeals Policy and Procedures
- assisting a complainant or appellant to resolve concerns directly and informally with parties involved in the first instance
- assisting a complainant or appellant to lodge a formal complaint or appeal
- ensuring all complaints and appeals are documented and reported to the RTO Manager immediately

Procedure

1. It is expected that prior to initiating a formal complaint or appeal process, the parties involved will attempt to resolve concerns directly wherever possible. It is expected that many concerns will be resolved in the first instance.
2. Learners are encouraged to raise concerns directly with the trainer, particularly where the concerns are adversely affecting the learning environment.
3. Where the parties involved are unable to successfully resolve the concern directly, then a formal complaint or appeal may be lodged with the RTO Manager in writing outlining the following:
 - complainant's full name, address, phone/email address
 - details of the concern raised by the complainant
 - the complainant's desired outcome
 - reasons outlining the escalation to a formal process
 - if the complaint relates to another party, that party's full name and position
4. The RTO Manager will acknowledge receipt of all complaints and appeals in writing. The acknowledgement will also outline the anticipated review period.
5. The RTO Manager will endeavour to resolve all complaints and appeals within 60 days
6. Where the RTO Manager considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed in writing and will receive regular updates on the progress of the matter.
7. If a complaint cannot be investigated by the RTO (for whatever reason), then the RTO Manager will inform the complainant at this point and refer them to the most appropriate body.
8. Where the RTO is unable to make a determination or the complainant is dissatisfied with the outcome they can appeal and request a review of the decision from a third party. Appeals or requests for review of decisions are to be lodged in writing within 28 days of the decision or outcome.
9. The RTO Manager will acknowledge receipt of the request for internal review in writing outlining the anticipated review period and the designated review officer. The review process and review officer is recorded in the RTO Complaints and Appeals Register.
10. Documentation is securely filed and the outcome and continuous improvement action is noted in the RTO Complaints and Appeals Register.

Related Standards

Clauses 1.7, 5.4 and 6.1 to 6.6

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