



Complaints and Appeals Policy and Procedures

**Chisholm Catholic College
RTO 30511
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Complaints and Appeals Policy and Procedures

Background

Manage complaints and appeals.

The Principal (as the chief executive officer) of the school RTO is ultimately responsible for ensuring that the school RTO complies with the VET Quality Framework (VQF). This includes the complaints and appeals policy and procedures.

Clause 6.1

The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- The RTO, its trainers, assessors, or other staff
- All third parties providing services on behalf of the school RTO (if relevant)
- Students of the RTO

Clause 6.2

The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third-party providing services on the RTO's behalf.

Clause 6.3

The RTO's complaints policy and appeals policy:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- Are publicly available
- set out the procedure for making a complaint or requesting an appeal
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and
- Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Clause 6.4

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- Regularly updates the complainant or appellant on the progress of the matter.

Clause 6.5

The RTO:

- Securely maintains records of all complaints and appeals and their outcomes, and
- Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Clause 6.6

Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

Policy Statement

Complaints and Appeals are managed by Chisholm Catholic College in a fair, efficient and effective manner. The College will create an environment where learner's views are valued. This policy will be made publicly to the School/College community by being made available on the College's intranet and in materials provided to learners on commencement of enrolment.

The College ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

- Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.
- All complaints and appeals are heard and resolved within 60 calendar days of receiving the written complaint or appeal, where possible.
 - In the case of the time frame being longer than this, the RTO will communicate with the complainant/appellant why the process is taking longer and an estimated timeframe for resolution as well as being kept informed regarding ongoing progress.
- If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.
- Details of all formal complaints and appeals will be securely maintained in a Register of Complaints and Appeals and will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes.

A complaint can be made to the College regarding the conduct of:

- The college RTO, its trainers, assessors, or other college RTO staff; and
- Students of the RTO.

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

Complaints Procedure

1. If the complaint relates to a report about harm or safety, Chisholm Catholic College Student Protection Policy will be followed.
2. A verbal complaint can be made. On receipt of the verbal complaint:
 - The staff member will resolve the complaint if possible, documenting the complaint by sending the following details to the RTO VET Program Leader to document in the secure Complaints and Appeals Register (the cause, actions taken, and decisions made).
 - If the complaint cannot be promptly and simply resolved, the staff member will liaise with the appropriate staff member who can deal with the complaint. A written record of the complaint is now required.

3. All formal complaints must be in writing and addressed to the Principal, as CEO of the RTO. The complainant can put the complaint/appeal in writing themselves or use the complaint form available on student portal.
4. On receipt of a written complaint:
 - If the complaint/appeal is not in relation to the RTO Manager
 - It will be forwarded to the RTO VET Program Leader
 - The RTO VET Program Leader will enter it in the secure complaints and appeals register
 - If the complaint is in relation to the RTO Manager, it will be forwarded to the Deputy Principal responsible for the senior school who will enter it into a separate secure complaint register.
 - A written acknowledgement to the complainant from either the RTO manager or the Deputy Principal responsible for the senior school will be sent in a timely manager.
5. To resolve the complaint/appeal, the RTO VET Program Leader and/or Deputy Principal:
 - Will discuss the issue/s with the staff member to whom the complaint/appeal was made
 - Will give the complainant/appellant an opportunity to present their case (they may be accompanied by other people as support or as representation)
 - Will 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 called the Complaints and Appeals Committee, to hear the complaint/appeal. Committee members will not have had previous involvement with the complaint/appeal, and will include:
 - a representative of the Principal
 - one or more representative/s of the teaching staff
 - an independent person.

The issue/s will then be dealt with the outcome/decision will be communicated to all parties in writing within 60 days of receipt of the complaint/appeal. The complaint/ appeal will be documented including the cause, actions taken, and decisions made - in the appropriate secure Complaints and Appeals Register.

6. The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
7. The outcome/decision will be communicated to all parties in writing within 60 days.
8. 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.

9. If the complainant is still not satisfied, the RTO VET Program Leader/delegated representative will refer them to the VET Regulator website for further information about making complaints (www.QCAA.qld.edu.au/3141.html).
10. 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.
11. An appeal can be made to the school RTO to request a review of a decision, including assessment decisions. Chisholm Catholic College will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.
12. If the school RTO considers 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.
13. If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.