

# Complaints and appeals

January 2018

## Policy statement

To be compliant with Standard 6 of the *Standards for Registered Training Organisations (RTOs) 2017* Noosa District State High School must have a publically available complaints and appeals policy.

Noosa District SHS, 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 Noosa District SHS 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.

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

The RTO Manager 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, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to eliminate or mitigate the likelihood of reoccurrence.

The Principal (as the chief executive officer) of Noosa District SHS is ultimately responsible for ensuring that Noosa District SHS complies with the VQF. This includes the complaints and appeals policy and procedures.

A **complaint** can be made to Noosa District SHS as the Registered Training Organisation (RTO) regarding:

- Non-issue of statements of attainment/qualification
- Another person in the school impacting on your ability to complete the course
- An aspect of the course or its delivery
- The results of an assessment or how the assessment was completed

An **appeal** can be made to Noosa District SHS to request a review of a decision, including assessment decisions. Appeals should be made to the trainer/assessor.

Noosa District SHS will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken and decisions made.

Noosa District SHS will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the Complaints and Appeals Policy and Procedures, and taking appropriate corrective actions to eliminate or mitigate the likelihood of the same problems occurring again. The outcome of all appeals will be reviewed as part of the quality assurance process.

# Procedure

## Verbal Complaint/Appeal

Resolve the complaint if possible, documenting the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.

## Written Complaint/Appeal

1. Use the Complaint and Appeals form. (G:\coredata\teachers\VET\Policies & Procedures\2018\Complaint and Appeals form)
2. On receipt of a written Complaint/Appeal:
  - If not in relation to the RTO Manager
    - Forward to the RTO Manger
    - Enter details in the Complaints and Appeals Register (G:\coredata\teachers\VET\Policies & Procedures\2018\Complaint and Appeals Register)
  - If in relation to the RTO Manager
    - Forward to the Deputy Principal – Senior School
    - Enter details into a separate Complaints and Appeals Register with the DPThe RTO Manger or Deputy Principal – Senior School will send a written acknowledgement to the complainant.
3. The complaint/appeal will be resolved by the RTO Manager or Deputy Principal
  - Discuss the issue/s with the trainer/assessor, third party or student to whom the complaint/appeal was made
  - Allow the opportunity for the complainant/appellant to present their case. They may be accompanied by other people as support or as a representation.
  - Allow the opportunity for the trainer/assessor, third party or student to present their case. They may be accompanied by other people as support or as a representation.
4. The Principal and/or the RTO Manager 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 and Appeals Committee shall not have had previous involvement with the complaint and will include representatives of:
  - the Principal
  - the teaching staff
  - an independent person
5. The outcome/decision will be communicated to all parties in writing within 60 days. The details will be recorded in the Complaints and Appeals Register.
6. If the processes fail to resolve the complaint within 60 days, the complainant/appellant will be informed in writing and be regularly updated on the progress of the matter.
7. 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.
8. If the complainant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints ([www.qcaa.qld.edu.au/3141.html](http://www.qcaa.qld.edu.au/3141.html)).

Correct at time of publication but subject to change