

## 5. COMPLAINTS AND APPEALS POLICY

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For students undertaking VET courses, there may be occasions where the need arises to question the delivery of a VET qualification, procedures involved in awarding a unit of competency or in recognising the RPL process.

In the first instance, if the student feels comfortable, they are encouraged to first speak to their VET teacher or HOD of Senior School to discuss potential solutions. A formal complaint may be lodged with referral to the school's VET Complaints and Appeals Policy (available on the school's website). An example of the complaints form can be seen (Appendix 2). Complaints received are recorded in a central register (Appendix 3).

The school 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 30 business days of receiving the written complaint or appeal. If the school RTO considers more than 30 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. Complaints or appeals should be directed to the Principal as CEO of the school RTO. This school is committed to dealing positively with student concerns and involve our processes to deliver better training.

### Expectations

Students	Teachers
Supply their USI number to the SMS Administrator, their teacher/trainer preferably within the first week of commencing their course, or bring in the required documentation to obtain a USI during the allocated lesson. (All USI numbers must be finalised no later than the end of Term 1)	Maintain currency & industry experience Update & maintain current staff profile Offer RPL Follow legislation Monitor student's performance & give feedback
Be prepared for class - laptop & resources as required by the course of study	Mark work in a reasonable timeframe Support the school in maintaining RTO status
Be responsible & ask for help	Store student records safely
Attend catch up sessions (as designated during Block Exam Sessions and at other specified times)	

**NB. The complete 'Student Complaints and Appeals Policy' can be found on the Nanango State High School website.**

## 5.1 Complaints Procedure

Persons with a complaint concerning the manner in which the school conducts its responsibilities as an RTO, have access to the following procedure:

### **Informal complaint:**

1. The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the school, e.g. the teacher (trainer), who will make a decision and record the outcome of the complaint;
2. Person(s) dissatisfied with the outcome of the complaint to the teacher may then complain to the relevant Head of Department (Senior Schooling), who will make a decision and record the outcome of the complaint;
3. Person(s) dissatisfied with the outcome of the complaint to the Head of Department (Senior Schooling) may initiate a 'formal' complaint.

### **Formal complaint:**

1. Formal complaints may only proceed after the informal complaint procedure has been finalised
  2. The complaint and its outcome shall be recorded in writing;
  3. On receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the 'Complaint Committee';
  4. The Complaint Committee shall not have had previous involvement with the complaint and should include representatives of:
    - a) The principal
    - b) The teaching staff
    - c) Non-teaching staff
  5. The complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation;
  6. The relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation;
  7. The Complaint Committee will make a decision on the complaint;
  8. The Complaint Committee will communicate its decision on the complaint to all parties in writing within 30 working days of making its decision
- N.B. If the complaint is not dealt with to the satisfaction of the student, they have the right for an external organisation e.g. QCAA to hear that complaint.*

### 5.1.1 Types of Complaints

Two (2) types of complaints can be identified –

Type 1: Allegations of inappropriate behaviour and/or child protection

- These complaint are processed as per Education Queensland Policy, for State Schools (refer Schools Student Protection Policy)

Type 2: All other complaints

- These complaints are processed as per VET Complaints Procedure (as above)

## 5.2 Appeals Procedure

- All formal appeals must be in writing and addressed to the Principal, as CEO of the RTO;
- Two (2) types of appeal may be lodged:
  - i) Appeal of final assessment decision
  - ii) Appeal of any other RTO decision
- On receipt of a written appeal:
  - A written acknowledgment is sent to the appellant from the Principal (via admin support);
  - The appeal is forwarded to the RTO Manager;
- If the appeal is not finalised within 30 business days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The Principal and/or the RTO Manager 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 have had previous involvement with the appeal, and will include representatives of:
    - The Principal;
    - The teaching staff, and;
    - 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 another person as support or as representation;
- The outcome/decision will be communicated to all parties in writing within 60 days;
- 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;
- If the appellant 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))

**The root cause of a complaint or appeal will be included in the systematic monitoring and evaluation processes of the RTO, so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.**