

Registered Training Organisation (RTO) Policies and Procedures

RTO# 1585

Complaints and Appeals

Policy statement

The following policy is an extension of the BrisbaneSDE Complaints Management Policy located on the BrisbaneSDE website:

<https://brisbanesde.eq.edu.au/Supportandresources/Formsanddocuments/Documents/School%20Plans%20and%20procedures/brisbanesde-complaints-policy.pdf>

BrisbaneSDE will create an environment where students' views are valued.

Complaints arise when a student is dissatisfied with an aspect of the school's RTO services and requires action to be taken to resolve the matter.

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.

Appeals arise when a student is not satisfied with a decision that the school RTO has made during training and/or assessment.

Appeals can be made to any member of staff.

Students with either a complaint or an appeal will have access to a complaints or appeal process, as documented below.

Complaints and appeals are managed by BrisbaneSDE in a fair, efficient and effective manner.

BrisbaneSDE will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

All complaints and appeals are heard and resolved within 60 calendar days of receipt. However, if BrisbaneSDE considers that 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 for the extended timeframe in writing and will be regularly updated on the progress of the matter.

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

BrisbaneSDE 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 action to eliminate or mitigate the likelihood of the same problems occurring again.

Complaints and Appeals handling procedure

Note: This process will be followed by trainers and assessors at BrisbaneSDE as well as those delivering Vocational Education and Training (VET) programs under a Partnership Agreement with BrisbaneSDE as RTO, and working on other sites.

Stage 1

- The initial stage of any complaint or appeal shall be for the complainant to communicate directly, either verbally or in writing, with any staff member. The staff member will acknowledge receipt of the complaint or appeal within five working days and record in the Complaints and Appeals Register. This register provides invaluable data about aspects of the RTO's operations that could be improved.
- The RTO Manager (or Head of School Year 10 if the object of the complaint is the RTO Manager) will advise the outcome of the complaint or appeal within 10 working days of the request and record the outcome in the Complaints and Appeals Register.

Stage 2

- If the student is not satisfied with the outcome of the complaint or appeal at Stage 1, the student may communicate verbally, or in writing, to the RTO Manager (or Head of School for Year 10 if the object of the complaint is the RTO Manager) or delegate. The RTO Manager or Head of School will acknowledge receipt of the complaint or appeal within five working days and record in the Complaints and Appeals Register.
- RTO Manager/Head of School will advise the outcome of the complaint or appeal within 15–30 calendar days of the complaint and record the outcome in the Complaints and Appeals Register.

Stage 3

- If the student is not satisfied with the outcome of the complaint or appeal to the RTO Manager, Head of School for Year 10 or delegate, the student may communicate verbally or in writing, to the Executive Principal as Chief Executive Officer (CEO) of the RTO. Direct emails to the.principal@brisbanesde.eq.edu.au. The CEO will acknowledge receipt of the complaint or appeal within five working days and record in the Complaints and Appeals Register.
- The CEO will organise an independent party to review the complaint or appeal and they will communicate the decision to all parties in writing within 10 working days of the complaint. The Complaints and Appeals Register will then be updated.

Stage 4

- If a student is still not satisfied, in case of a VET-related complaint or appeal, the Executive Principal as CEO will refer to the Queensland Curriculum and Assessment Authority (QCAA) complaint process, which can be found at <https://www.qcaa.qld.edu.au/senior/vet/appeals-complaints/make-complaint>.