



POLICY – STUDENT COMPLAINTS AND APPEALS

Purpose: The purpose of this procedure is to define the system available to students for dealing with:

- Complaints, complaints and appeals;
- Independent resolution and
- Appellant rights
- RTO should act upon the subject of any complaint found to be substantiated.

Related Documents/Standards:

The NVR Standards specifies the following

- 16.7 The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaint and appeals addressed efficiently and effectively. .

Procedure:

1. Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this complaint and appeals procedure.
2. Nothing contained in this procedure prevents a student from exercising their rights to other legal remedies.
3. All prospective students will be provided with a copy of the student handbook prior to enrolment.
4. All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution
5. All parties will have a clear understanding of the steps involved in the complaints and appeals procedure
6. Students will be provided with details of external authorities they may approach, if required
7. The training provider will attempt to resolve any complaints fairly and equitably within five (5) working days providing the student with a written outcome of the complaint or appeal.
8. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
9. The training provider will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

Method:

1. Students are encouraged to formally register their appeal or complaint by putting their concerns in writing.
2. The date of submission of a complaint is noted on the student file.

3. The appeal or complaint will be heard by three members of the Executive Management Team
4. The student has the right to formally present their case in person and to bring a support person with them if they wish
5. A decision will be made regarding the appeal or complaint and a written statement outlining the outcome and reason for decision will be forwarded to the student.
6. The details of the complaint, procedures followed and outcome are placed in the student file.
7. Should the complaint be substantiated, Practical Outcomes will take every opportunity to rectify the situation.

Local level resolution:

1. Any student with a complaint may raise the matter with the other party concerned. A meeting can be requested by the student, at which time the complaint may be raised and a resolution sought.
2. If a decision is made at the local level, the student will be advised in writing of the decision and the reasons for the decision.

Resolution by the Director:

Should the complaint remain unresolved following local level resolution or if local level resolution is inappropriate then the student should contact the Director and arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.

At this stage:

- The complaint must be recorded in writing and signed and dated by the complainant and the Director -
- The student will be advised in writing of the decision and the reasons for the decision.
- The outcome will be recorded, signed and dated by the complainant and the Director.

Resolution by External Party (appeals):

1. If resolution at a local level or by the Director does not occur, or is inappropriate then the student may appeal and the Director must appoint, at no expense to the student, an independent external arbiter to review the complaint and propose a resolution. The independent, external arbiter must be acceptable to both parties.
2. At this stage:
 - The appellant must have an opportunity to formally present their case
 - The appeal must be recorded in writing and signed and dated by the complainant and the Director.
 - The student will be advised in writing of the decision and the reasons for the decision.
 - The outcome of the appeal will be recorded, signed and dated by the complainant and the Director.

Improvements:

1. Implement any improvement actions arising from the complaint and record them in the meeting minutes / QA register.