

COMPLAINTS & APPEALS POLICY & PROCEDURE

1. Purpose and Scope

To ensure the receiving and responding to complaints and appeals meets the requirements under the Standards for Registered Training Organisations and our State Government funding requirements as a Skills Assure Supplier.

The following clauses apply to this document.

Standards for Registered Training Organisations

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
- A third-party providing services on the RTO's behalf, its trainers, assessors, or other staff or
- A learner of the RTO

Clause 6.2 The RTO has an appeals policy to manage requests for a review of decisions, including assessment decision, 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 process 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 complains and appeals and their outcomes, and Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood or 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 complains 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

Queensland Vocational Education and Training Skills Assure Supplier Agreement:

Standard 4

Suppliers Obligations

- Provide high quality Training and Assessment to Students with skill, care and diligence to a high professional standard

2. Definitions

Appeal - A request by a student to reconsider a result or decision regarding assessment

ASQA - Australian Skills Quality Authority

Complaint - Dissatisfaction expressed by a complainant about a product or service provided that requires a solution

Complainant - The person or entity raising the complaint

Skilled Assure Supplier - An RTO approved by the department as a Skills Assure supplier to delivered publicly - funded User Choice training and assessment services

User Choice - A program that provides a public funding contribution towards the cost of training and assessment services for eligible Queensland Apprentices and Trainees

3. Responsibilities

The RTO Operations Manager is responsible for the control and implementation of this Policy and Procedure. RTO staff including Industry Educators, RTO Quality and Compliance Coordinator and RTO Administrator are responsible for adhering to these practices.

4. Policy

RQ RTO provides a system for the receiving and managing of complainants and or appeals which are publicly accessible, easily understood and embraces the principles of fairness and transparency throughout all stages of the process. The policy is designed to ensure that the complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently and effectively. Complaints and appeals will be recorded within 24 hours of receipt on the RQ Training complaints and appeals register. RQ 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.

5. Procedure

Outlined below is RQ RTO Complaint and Appeals Procedure

1. RQ encourages all students to attempt to have complaints and or appeals resolved through discussion with their Educator or another appropriate person in the Education Department.
2. If a formal complaint or appeal process is required to resolve the issue the complainant must complete the RQ complaints and appeals form.



3. RQ RTO staff will add the details on to RQ Complaints and Appeals register for discussion with the RTO Operations Manager.
4. The RTO Operations Manager will send the complainant a written acknowledgment of the receipt of the complaint/ appeal within 14 calendar days. This letter will outline the steps to be taken to resolve the matter and outline time frames.
5. An investigation of the matter will be undertaken by the RTO Operations Manager. The complainant will have access to their records or assessments at this time if requested.
6. Once investigated the complainant will be contacted and a meeting arranged to discuss the matter whether in person or over the phone. All findings of the investigation will be made available to the complainant.
7. The RTO Operations Manager will document all matters discussed at the meeting and all possible avenues will be considered to resolve the complaint or appeal. A decision will be provided to the complainant in writing by the RTO Operations Manager at the earliest possible opportunity (within 60 calendar days of receipt).
8. Where the complaint extends 30 calendar days, the complainant to be provided with weekly updates to inform them of the progress of the complaint handling.
9. Where resolution of the complaint or appeal is not possible, or the complainant is not satisfied with the outcome through the above steps the complainant will be offered an opportunity to have a third-party review and make a direction on the matter.
10. If the matter is unresolved after being reviewed by a third party or the complainant is not satisfied with the outcome, then the complainant may be directed to contact Australian Skills and Quality Authority through the Online Complaint Form.
<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider> and/or the Queensland Government Training Ombudsman by completing the complaints form at: <https://trainingombudsman.qld.gov.au/>
11. All steps taken and correspondence entered into will be recorded on the RQ RTO Complaints and Appeals Register.

6. References & Related Documents

Document	Document
Standards for Registered Training Organisations 2015	Queensland Vocational Education and Training Skills Assure Supplier Agreement

7. Version History

Current Version:	1	Date Made:	28/3/22	Effective Date:	28/3/22
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