# Context

The Standards for RTOs 2015 (Clauses 6.1 - 6.5) clearly articulate the requirements for how RTOs are to manage complaints and academic appeals.

[RTO] is committed to providing students with quality training and assessment services. Any complaints or appeals from students are resolved in accordance with the principles of natural justice, equitably and efficiently.

# Purpose

This procedure describes the process by which [RTO] manages all complaints and academic appeals fairly, equitably, and as efficiently as possible.

# Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

## Complaint

1. Student should discuss the issue/complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue/complaint with his/her Trainer or Administration Coordinator to see if it can be resolved.
3. If still no resolution occurs, then the student should put the following information relating to the complaint in writing to the Quality Manager via email at [insert email address or office address here]

* description of the complaint;
* state whether they wish to formally present their case;
* steps taken to deal with the complaint;
* what they would like to happen to fix the problem and prevent it from happening again.

1. The Quality Manager will acknowledge the complaint in writing with the student within two (2) business days.
2. The Quality Manager will either deal with the issue personally or arrange for it to be dealt with by the Administration Coordinator or Training Manager, dependent upon the type of complaint. This process must commence within (2) business days from the time the Quality Manager receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution is to be made at the earliest opportunity (normally within ten (10) days).
3. Where the complainant is dissatisfied with the decision of [RTO], they will be invited to a formal meeting where they will be given the opportunity to present their case and provide supporting evidence to the RTO’s CEO. Following this, [RTO] will send them formal confirmation in writing advising of the outcome of the complaints process and its decision. This should generally be received within ten (10) business days of the decision of the CEO.
4. Should the complaint still not be resolved to the student’s satisfaction, [RTO] will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than fourteen (14) days.

*[Need to name who the independent third parties are, according to the training packages delivered, it may be an industry peak body or an industry skills body, e.g.]*

1. *The third party nominated for construction industry-related complaints and appeals is Australian Construction Industry Forum (ACIF).*
2. *The third party nominated for transport and warehousing industry-related complaints and appeals is the**Australian Logistics Council (ALC).*
3. *The third party nominated for manufacturing industry-related complaints and appeals is* ***Manufacturing****Skills Australia (MSA).*
4. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint being received the student will be notified in writing of the reason for the delay and kept informed about all progress.
5. All documentation relating to complaints will be archived for audit purposes.

## Appeals

A student has the right to appeal if they believe an unfair result has been issued to them.

1. The student is to approach their Assessor to ascertain the circumstances of the assessment and why the student believes the result is incorrect.
2. If the Assessor believes that the assessment result is not reflective of the student’s level of competency, the student will be given a further opportunity for assessment. However, where the Assessor believes that the assessment decision was correct the decision will stand.
3. If the student is still dissatisfied with this decision, the student is required to lodge a formal written appeal to the Quality Manager. This must be completed within six (6) months of receiving the result of assessment.
4. The Quality Manager will acknowledge the appeal in writing with the student within two (2) business days.
5. The Quality Manager/Training Manager will organise for a different (qualified and competent) assessor to review the assessment documentation and judgement. *This may take the form of an assessment panel, with two or more assessors, or an external assessor; depending upon the RTO’s structure.*
6. The Quality Manager/Training Manager will send the student formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within ten (10) business days of the decision from the formal moderation activity.
7. Should the appeal still not be resolved to the student’s satisfaction, [RTO] will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than fourteen (14) days.

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# Communication of this Procedure

This procedure is to be made available to all potential students and clients of [RTO] by being included in the Student Handbook, being made available on the RTO’s website and mentioning of it within the student’s assessment instructions for each course.

# Continuous Improvement

Complaints and appeals information will be reported to RTO management through the RTO’s continuous improvement program (i.e. through the Quality Manager and the RTO’s Continuous Improvement Register), to enable appropriate review and uptake of key learnings.