

Preamble

This procedure helps to ensure that complaints and appeals are addressed efficiently and effectively. The principles of natural justice and procedural fairness will adopted at every stage of the complaint and appeal process. The procedure applies to complaints and appeals of students, clients and staff members. In certain circumstances this procedure may be used to deal with an external stakeholder somehow involved in the training program. The privacy of involved parties will be upheld.

Complaints/appeals should be directed to the RTO Manager. In the case where the complaint is against the RTO Manager, then this complaint should be submitted to the CEO.

Responsibility

CEO
RTO Manager

Procedure

Guideline	Responsibility	Timeline
Raise the complaint or request an appeal by putting it in writing and submitting it to the RTO Manager.	Complainant/appellant	Complaints/appeals may be raised at any time
Contact the complainant/appellant to acknowledge the complaint/appeal.	RTO Manager	Within two business days
Investigate the complaint/appeal.	RTO Manager	Within five business days
Develop a plan of action to resolve the complaint/appeal.	RTO Manager	Within seven business days OR as soon as practicable (see note below)
Document the complaint/appeal, contact with relevant parties and the resolution plan AND Record details of the complaint and resolution in the student’s record on the student management system.	RTO Manager	
Implement the resolution plan.	RTO Manager	
Respond in writing to finalise the complaint/appeal.	RTO Manager	
Record the response in the student’s record on the student management system.		

<i>If the matter was not resolved</i>		
Go back to the stage of contacting the complainant/appellant and work through the process again.	RTO Manager	
If the processes above fail to resolve the complaint or appeal, at the request of the individual making the complaint or appeal, the RTO must provide for review by an appropriate party independent of the RTO.	RTO Manager/CEO	

Note: Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- informs the complainant /appellant in writing including reasons why more than 60 calendar days are required and
- regularly update the complainant or appellant of the progress of the matter.

Related documentation

Policy – Complaints and appeals

Form – Complaints and appeals