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# Brigidine College

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*RTO 30239*



## Complaints or Appeals Policy



Updated May 2017

*Correct at time of Publication but subject to change*

## Standard Six

*Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.*

### Policy statement

Brigidine College will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the Complaints and Appeals process.

The Principal (as CEO) of the school RTO, is ultimately responsible for ensuring that the school RTO complies with the VET Quality Framework (VQF). This includes the complaints and appeals policy and procedure which is specific to its RTO operations. The procedure for this is outlined as follows.

*A Complaint, Allegation or Appeal (informal or formal) 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).

A "Complaints or Appeals Record Form" Template is available for students in the VET Student Handbook Appendix on Brignet and the external website.

**Informal** - Allegations, Complaints or Appeals may be made to *any* member of staff but will generally, in the first instance, be made to the *VET Trainer*. Where possible, these allegations, complaints and appeals will be resolved immediately. If this is not possible, the complaint must be put in writing (*see notes following*).

The **Informal** Complaint, Allegation or Appeal must also be documented along with its cause, any actions taken and decision/s made. This will be overseen by the Deputy Principal Curriculum and added to the secure "Complaints and Appeals Register".

All **Formal** written allegations, complaints or appeals will be addressed to the Principal. There is a "Complaints or Appeals Record Form" template available for students to utilise. The school RTO will ensure that, within 60 calendar days of receiving such notification, it will be heard and decided on. If the school RTO considers 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 in writing and will be regularly updated on the progress of the matter. If the processes fail to resolve the complaint, allegation or appeal, a review by an independent party will be provided.

The designated person (Deputy Principal Curriculum) will maintain a secure *Complaints and Appeals Register*, which will document **all** informal and formal complaints, allegations, or appeals along with their resolution. Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes. Appropriate corrective action will be taken to eliminate or mitigate the likelihood of reoccurrence.

## **Complaints procedure**

- All **formal complaints** must be in writing and addressed to the Principal, as CEO of the RTO.
- If a complaint relates to a report about harm or safety, refer to Brigidine's Student Protection procedures (on Brignet)
- On receipt of a written complaint:
  - a written acknowledgement is sent to the complainant from the Principal (via Administration support)
  - the complaint is forwarded to the RTO Manager and the Deputy Principal Curriculum (for recording).
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter.
- The Principal (usually along with the RTO Manager) will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee.
- The complaints and appeals committee shall not have had previous involvement with the complaint and will include representatives of: a) the Principal; b) Teaching staff (not the VET Trainers); and, c) an independent person.
- The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The relevant staff member, third party or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The outcome/decision will be communicated to all parties in writing within 60 calendar days.
- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO.
- If the complainant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints. *Refer: [www.qcaa.qld.edu.au/senior/vet/rto-registration-audits-complaints-enforcement](http://www.qcaa.qld.edu.au/senior/vet/rto-registration-audits-complaints-enforcement)*
- The root cause of any complaint will be included in the secure, systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.
- The Deputy Principal Curriculum will maintain a record of the above procedure in a secure register.

An **Appeal** can be made to the school RTO to request a review of a decision, including assessment decisions. The school RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal.

If the school RTO considers 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 in writing and will be regularly updated on the progress of the matter. If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

### **Appeals procedure**

- All **formal appeals** must be in writing and addressed to the Principal, as CEO of the RTO.
- On receipt of a written appeal:
  - a written acknowledgement is sent to the appellant from the Principal (via Administrative support)
  - the appeal is forwarded to the RTO Manager and Deputy Principal Curriculum.
- If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter.
- The Principal and/or the RTO Manager will either deal with the appeal or convene an independent panel to hear the complaint; this shall be the *Complaints and Appeals Committee*.
- The appeals committee shall not have had previous involvement with the appeal and will include representatives of: a) the Principal; b) Teaching staff (not the VET Trainers); and, c) an independent person.
- The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The outcome/decision will be communicated to all parties in writing within 60 calendar days.
- If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO.
- If the appellant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints ([www.qcaa.qld.edu.au/3141.html](http://www.qcaa.qld.edu.au/3141.html)).
- The root cause of any appeal will be included in the secure, systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.
- The Deputy Principal Curriculum will maintain a record of the above procedure in a secure register.



# Brigidine College (RTO 30239)

## Complaints or Appeals Record Form

Please submit to the VET Co-ordinator (RTOM) or Principal

**Date raised:** \_\_\_\_\_

**Student:** \_\_\_\_\_

**Year:** \_\_\_\_\_

**VET Subject:** \_\_\_\_\_

REASON(S)	TICK
AQF Standard	<input type="checkbox"/>
Student Complaint	<input type="checkbox"/>
Staff Complaint	<input type="checkbox"/>
Student Appeal (eg. Assessment decision)	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>

### Section 1

*Nature of Complaint/Appeal (please use specific detail and include date):*

\_\_\_\_\_

*Cause:*

\_\_\_\_\_

Student's Signature \_\_\_\_\_

Parent's Signature: \_\_\_\_\_

### Section 2

*Action to be taken:*

\_\_\_\_\_

Accepted by: \_\_\_\_\_ *Position:* \_\_\_\_\_

Agreed (Date): \_\_\_\_\_

Action required by: \_\_\_\_\_ Signed by RTOM: \_\_\_\_\_

### Section 3

*Agreed Action completed and effective:*

\_\_\_\_\_

Principal: \_\_\_\_\_ *Date:* \_\_\_\_\_

### Section 4

*Final Decision of Independent Review:*

\_\_\_\_\_

Independent Party: \_\_\_\_\_ *Position:* \_\_\_\_\_

Date Resolved: \_\_\_\_\_ Signed: \_\_\_\_\_

**This completed Form needs to go to the Deputy Principal Curriculum for the "Complaints and Appeals' Register.**