Springwood State High School

POLICY AND PROCEDURE:
COMPLAINTS AND APPEALS

July 2015

To comply with VET Quality Framework and of the Standards for Registered Training Organisations (RTOs) 2015, it is the responsibility of Springwood State High School; RTO 30116 to ensure that complaints and appeals are managed by the School ensuring 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.

All formal complaints or appeals will be heard and decided within 15 working days of the receipt of the written complaint by the School.

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.

All formal complaints or appeals will be heard and decided within 15 working days of the receipt of the written complaint by the School.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to eliminate or mitigate the likelihood of reoccurrence.

The Principal (as the chief executive officer) of the Springwood State High School RTO 30116 is ultimately responsible for ensuring that the school RTO complies with the VQF. This includes the complaints and appeals policy and procedures.

The RTO Manager will keep a Register of Complaints which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Students with a complaint or appeal have access to both informal and formal procedures.

Scope

This policy and procedure covers:

- The RTO, its trainers, or other staff;
- A third party providing services on the RTO’s behalf, its trainers, assessors or other staff; and
- A learner of the RTO.

Complaints may be made regarding the conduct of the above parties, and appeals may be made for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO’s behalf.

Definitions

The Standards for Registered Training Organisations (RTOs) 2015 is a set of nationally agreed quality assurance arrangements for training and assessment services delivered by Registered Training Organisations (RTOs).

Procedures

Informal complaint

- The initial stage of any complaint shall be for the complainant to communicate directly with any operational representative of the School with whom they feel comfortable, e.g. any VET teacher; RTO Manager; Support Services Staff; member of Administration
who will present the complaint to RTO Manager. They will investigate, make a decision, report the outcome to all relevant parties and record the outcome of the complaint.

- Person(s) dissatisfied with the outcome of the complaint to the staff member may then advise the RTO Manager, they have decided proceed with a formal complaint or follow the appeal process
- Person(s) dissatisfied with the outcome of the complaint may initiate a ‘formal complaint’ with the Principal.

**Formal complaint or appeal**

- All formal complaints or appeals must be submitted in writing to the Principal
- The complaint or appeal and its outcome shall be recorded in writing through a Complaints and Appeals Record Form. The complaint or appeal and its outcome shall be recorded in writing through a Complaints and Appeals Record Form
- On receipt of a formal complaint or appeal the Principal shall convene an independent panel to hear the complaint; this shall be the complaint and appeal “complaint committee”
- The complaint and appeal committee shall not have had previous involvement with the complaint or appeal, should include representatives of: the Principal, teaching staff and an independent person
- The student shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation. The student shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
- The relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation. The relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
- The complaint and appeal committee will make a decision on the complaint, the complaint and appeal committee will make a decision on the complaint
- The complaint and appeal committee will communicate its decision on the complaint to all parties in writing within five working days of making its decision, the complaint and appeal committee will communicate its decision on the complaint to all parties in writing within five working days of making its decision.

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.

Complaints or appeals should be directed to the principal as CEO of the school RTO, principal@springwoshs.eq.edu.au.

The school uses the Complaints and Appeals Register as invaluable data about aspects of the school’s operations that could be improved.