

Department	Vocational Education & Training		Authors	Curriculum Manager	
Quality Controlled Document No. & Title	RTO 24.0	Complaint and Appeals Policy	Approved	Ranges TEC Director	
Version	2.1		Authorised	Ranges TEC Director	
AQTF Standard(s)	ES2.6		Distribution	Internal	RTO Manager RTO Staff
				External	Prospective Learners

1.0 Policy Overview

This policy is produced in the context of Ranges TEC's commitment to quality programs and Student welfare. Accordingly, this policy should be seen as complementing and consistent with all other Student policies developed and implemented by Ranges TEC. In particular, this policy focuses on establishing mechanisms to address any complaints by VET Students, whether they be prospective, currently enrolled or former Students. Ranges TEC is committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.

2.0 Process and Practices

The complaints and appeals process consists of a number of stages and may involve various members of Ranges TEC staff and administration, depending on the nature of the complaint or appeal.

It is imperative that strict confidentiality be maintained in all matters relating to a Student complaint. Information shall be given only on a "need to know" basis and Students must be made fully aware of the strict confidentiality that will be applied during all stages of the complaints process.

Students should, in the first instance, approach relevant members of Ranges TEC staff. Where the complaint is not resolved to the Student's satisfaction then **a formal written complaint is to be lodged using Ranges TEC's official Complaints & Appeals Form** (a copy of this form is provided at the end of this document). This is not mandatory, as **the Student may formally present their case in person**, but will assist with the processing of the complaint or appeal. Where the official form is not used and where it is deemed appropriate, a designated senior member of staff shall record details of the complaint or appeal using an official complaint form. All official complaints and appeals shall be recorded in writing.

3.0 Nature of Complaint and Initial Action

- 3.1 Where a Student has a complaint relating to the *application* and/or *enrolment* process he/she should, in the first instance, approach their VET Coordinator at their home school. Full time Ranges TEC students should approach enrolment personnel who may refer the matter to the Ranges TEC Director.
- 3.2 Where a Student has a complaint or appeal relating to *assessment* and/or *reporting* he/she **needs to lodge the complaint within 7 days of receiving the assessment decision or report**. In the first instance, he/she should approach the VET course teacher. Please note: To appeal an RPL assessment decision please use the RPL Appeal Form in the RPL Student Kit for the relevant qualification. A copy of this Appeal Form is provided at the end of this document.
- 3.3 Where a Student has a complaint relating to the *quality of delivery*, *course content* and/or *teaching and learning practices* he/she should, in the first instance, approach the VET course teacher.
- 3.4 Where a Student has a complaint relating to *behaviour* and/or *discipline* or matters relating to other Learners he/she should, in the first instance, approach the VET course teacher.
- 3.5 Where a Student has a complaint which does not fall in any of the above categories he/she should, in the first instance, approach the VET course teacher or the Ranges TEC Director
- 3.6 As a general statement of Ranges TEC policy, Students should feel free to approach any member of staff with regards to airing any complaint. However, Students must realise that certain policies and practices are followed by Ranges TEC in order to ensure that complaints are dealt with efficiently, consistently, fairly and justly.
- 3.7 If, for any reason, a Student feels unable to approach a VET Course Teacher about a matter, they may request an informal appointment with the Director.

4.0 Process for Complaints & Appeals Resolution

- 4.1 If the complaint or appeal is resolved to the Student's satisfaction, in the first instance, a record shall be made by the Ranges TEC Staff member receiving/hearing the complaint/appeal as part of Ranges TEC's *Client Satisfaction Monitoring Process* using the Learners Complaints and Appeals Report form (a copy of

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this form is provided at the end of this document). If appropriate, relevant Ranges TEC personnel shall be informed (via email and/or staff meetings) if a change to current policy and/or practice is recommended to avoid similar Student complaints in the future.

- 4.2 If the complaint is not resolved to the Student's satisfaction, then the Student will be advised to register a formal complaint **using an official Complaints & Appeals Form** (a copy of this form is provided at the end of this document) and submit this to the Director.
Where the Student indicates that he/she prefers not to complete the form, then the Student should be referred directly to the Ranges TEC Director, where he/she, may present their case formally. Students will be encouraged to bring a peer (or family member) for support when meeting with any Ranges TEC staff member to discuss a complaint or appeal. If the complaint or appeal is resolved at this stage, a record shall be made by the Director as part of the Ranges TEC's *Client Satisfaction Monitoring Process* using the Student Complaints and Appeals Report template. If appropriate, relevant Ranges TEC personnel shall be informed (via email and/or staff meetings) if a change to current policy and/or practice is recommended to avoid similar Learner complaints in the future.
- 4.3 If a Student complaint or appeal is still not resolved, then the Student may refer the case, either in writing, or in person, directly to the Mount Evelyn Christian School (MECS) Principal. The process will require submissions to be made by those staff involved, directly or indirectly.
- 4.4 After the complaint is resolved by referral to the MECS Principal, then the Student shall receive a copy of the final decision, including reasons for the decision, in writing and a record of the complaint and process shall be made as part of the Ranges TEC's *Client Satisfaction Monitoring Process*. If appropriate, relevant Ranges TEC personnel shall be informed if a change to current policy and/or practice is recommended to avoid similar Student complaints in the future.
- 4.5 Should the complaint or appeal still not be resolved, after referral to the MECS Principal, then the case may be referred to:
- 4.5.1 The VRQA Complaints Unit
Contact information for the VRQA can be found at <http://www.vrqa.vic.gov.au/contact.htm>
Further information may be found on the VRQA website at <http://www.vrqa.vic.gov.au/complaints/default.htm>
- 4.5.2 The National Training Complaints Hotline on 1800 000 674
- 4.5.3 A Mediation Adviser as approved by the Law Institute of Victoria
- 4.6 Where a Student's appeal regarding assessment has been successful, the Student shall be given a fair opportunity for reassessment.

Learner Complaints & Appeals Form

Instructions to Applicant

- (1) Complete this form and submit to the Ranges TEC Director or your Teacher as soon as possible.
- (2) Clearly state the nature of your complaint and, if appropriate, indicate what evidence you have to support your claim.
- (3) All complaints will be treated seriously and you may be required to discuss the complaint with senior members of staff.
- (4) You will be formally notified of the outcome of your complaint.

Complaint

Appeal

Surname		Given Names		Student ID	
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Describe your complaint / appeal

What action have you taken to try and resolve this complaint / appeal?

Do you have a suggested remedy to the problem?

I hereby declare that the information provided on this form is true and correct.

Student's Signature Date/...../.....

Ranges TEC Director's Signature Date/...../.....

Student Complaints & Appeals Report

Instructions to Ranges TEC Staff Member receiving/hearing complaint

- (1) If you receive an informal or formal complaint/appeal from a Student you must complete this Report (even if the matter is resolved in the first instance)
- (2) Record the date the complaint/appeal was received, by whom and the nature of the complaint/appeal
- (3) Keep a log of contact made e.g. phone calls, meetings etc. to hear and resolve complaint/appeal
- (4) Outline the resolution that was agreed upon
- (5) Ensure both you and the Student sign and date the Report
- (6) Provide a copy of this Report to the Student for their Records
- (7) File the original form in the Ranges TEC Complaints/Appeals folder located in the Director's Office

Student's Surname:		Student's First Name:		Learner ID:	
Date of Complaint/Appeal:			Complaint or Appeal:		
Details:					

Contact Log

Date	Type (phone, email, meeting whereby student formally presents their case)	People involved	Details

Outcome:	Resolved	<input type="checkbox"/>	Refer to Ranges TEC Director	<input type="checkbox"/>	Refer to MECS Principal	<input type="checkbox"/>
Details of resolution or notes for referral						

Detail any follow-up action

Action	By whom?	By when?
<i>e.g. Email Director suggested change to Ranges TEC Assessment Policy to avoid similar situation/complaint in future</i>	<i>VET Teacher</i>	<i>March 2012</i>

Student's Signature

Date/...../.....

Ranges TEC Staff Member's Signature

Date/...../.....

RPL Appeal Form

Student Name:	Completion date of original RPL application:	
RPL Lead Assessor Name:	RPL Assessor 2 Name:	
Units that are being appealed (use the unit codes):		
Reasons for appeal (why this application has not been assessed fairly on the basis of academic and other evidence presented):		
List of specific pieces of evidence supporting the appeal provided in the accompanying portfolio. Please number this list to match the numbers on the pieces in the portfolio.		
Any additional information to support this appeal:		
Student Name:	Signature:	Date: