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## Purpose

This policy will:

- i. affirm the commitment of One Tree Community Services Inc. (*Organisation*) Registered Training Organisation (RTO) to provide quality services; and
- ii. ensure a fair, impartial avenue for clients and other stakeholders of the *Organisation* to provide feedback, make a formal complaint or appeal and have grievances heard.

## Policy statement

### General

The *Organisation* will ensure staff have access to policies. The definitions at the end of this policy must be read to support understanding. Where definitions are required, the word/s will be in *italics*.

The *Organisation* is committed to providing, staff and stakeholders the best possible environment in which to study or work. The *Organisation* understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

In addressing dissatisfaction the *Organisation* will implement and maintain a fair and equitable complaints and appeals process that is compliant with the Vocational Education and Training (VET) Quality Framework for RTO's.

### Types of Complaints or Appeals

A complaint or appeal may include, but is not limited to;

- Complaints
  - course advice and enrolment;
  - suspension and/or cancellation of enrolment;
  - program delivery;
  - marketing and promotional activity;
  - personal safety;
  - customer service and administration;
  - issue of results, certificates, statements of attainment;
  - learning resources;
  - fees and charges; and
  - equity and access, discrimination, harassment and bullying;
- Appeals

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- assessment process and decision;
  - candidate progress and academic progress decisions;

All complaints and appeals received by the RTO will be viewed as an opportunity for improvement. Where clients are not satisfied with any aspect of the training and assessment, procedures or facilities provided by the RTO, they can forward a written complaint or appeal. All complaints received will be given consideration, with full attention to detail.

The *Organisation* will ensure staff are advised of where policies are located and ensure reasonable access to either a hard or soft copy of this policy. .

### **Lodging a complaint or appeal**

Complaints or appeals are to be lodged in writing by completing **RTO-FOR-017 Complaints Form** or **RTO-FOR-018 Assessment Appeals Form** and given to the RTO Manager or by going to the Organisations web site at [www.onetree.com.au](http://www.onetree.com.au) and following the links. Complaints or appeals are to be lodged regardless of which option within 28 calendar days.

All complaints received by the *Organisation* will be directed to the Perth office for the attention of the Chief Executive Officer (CEO). If the grievance is directed at a staff member of the *Organisation* then the complaint will be dealt in accordance with QM-POL-002-Feedback and Complaints Policy All other complaints or appeals will be managed in accordance with this policy.

Upon receipt of the complaint or appeal the RTO Manager will forward it to the CEO's Executive Assistance (EA) to be included on the organisations complaints log and will commence an investigation.

Should the RTO Manager be unable to resolve the matter it will be escalated to the relevant General Manager (GM) or above or the CEO.

Where the matter is not able to be resolved the *Organisation* will advise the student of an external dispute resolution scheme where they can seek further information.

The RTO Manager is responsible for informing the client of the complaint or appeals decision within 10 business days of receipt of the complaint or appeal.

At the conclusion of the complaint or appeal process where a policy or procedural change is required the RTO Manager will make the necessary changes following the document review process..

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### **Right to appeal**

If a student or client is dissatisfied with the decision of the RTO, the student is able to escalate the matter to the Australian Skills Quality Authority (ASQA) by contacting the authority direct via their website: - <https://www.asqa.gov.au/complaints/complaints.html>.

Where a decision or outcome from this appeals process results in favor of the student, the RTO shall follow the required action and recommendation.

### **Privacy**

All RTO staff involved in the complaints and appeals process will ensure that a participant's right to privacy is protected at all times.

### **Reporting requirements**

Refer to **QM-FOR-014 Organisational Chart and Reporting Requirements**.

### **Legislation compliance**

Refer to **QM-SS-001 Regulations and Legislation Register spreadsheet**.

### **Implementation**

The *Organisation* will:

- review and update this policy at least annually, or more frequently if required;
- ensure all staff are aware of this policy
- ensure that this policy is available to all staff and clients at all times; and
- maintain registers regarding all complaints, appeals and decisions made.

The RTO will:

- deliver this policy, and ensure all staff are aware of this policy
- identify staff training needs, and ensure that these needs are addressed by escalating training requirements as required;
- alert their line manager immediately of any breaches of policy or standards relating to changes in scope

- alert their line manager if they believe their training requirements have not been met;
- manage the complaint and appeal process, keeping their line manager fully informed; and
- ensure that the complaint or appeal process does not hinder the ongoing support, activities or training requirements of the person lodging the complaint or appeal.

**Related policies, forms and checklists**

RTO-FOR-018 Assessment Appeals Form  
RTO-FOR-017 Complaints Form  
RTO-PRO-015 Complaints and Appeal Procedure

**Definitions**

**Appeal:** refers to appeals against any of the training’s decisions in relation to any services provided by the Organisation, i.e. assessment appeals, code of conduct appeals

**Complaint:** an expression of dissatisfaction with any aspect of the service or activities delivered or not delivered.

**Organisation:** One Tree Community Services Incorporated

**Stakeholders:** Any person or group of people involved with the Organisation

**Change submission and approval details**

Urgent approval required  No changes made at this review

Submitted by Annmarie Mulrennan Date 2/12/2020

Approved by S-MT Sam Bullen Date 22/03/2021

Approved by QMT Click or tap here to enter text. Date Enter the date.

Approved by CEO Coral Callan Date 21/05/2021