

Purpose

This policy will:

- i. affirm the commitment of the *Organisation's* 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

1. 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*.
2. 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.
3. 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

4. A complaint or appeal may include, but is not limited to:
 - a) 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; or
 - equity and access, discrimination, harassment and bullying.

Policy name	Complaints and Appeals Policy
Policy number	RTO-POL-003
Scheduled review date	March 2023
Version	4.0
Responsible S-MT	RTO

b) Appeals

- assessment process and decision; or
 - candidate progress and academic progress decisions.
5. All complaints and appeals received by the RTO will be viewed as an opportunity for improvement.
 6. 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.
 7. 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

8. 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 General Manager (GM) or by emailing customerservice@onetree.org.au. Complaints or appeals are to be lodged regardless of which option within 28 calendar days.
9. All complaints received by the *Organisation* will be emailed to customerservice@onetree.org.au for the attention of the Chief Executive Officer (CEO). The matter will be managed in accordance with the **QM-POL-002-Feedback and Complaints Policy**.
10. 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.
11. The RTO GM is responsible for informing the client of the complaint or appeals decision within 10 business days of receipt of the complaint or appeal.
12. At the conclusion of the complaint or appeal process where a policy or procedural change is required the RTO GM will ensure the necessary changes have been made in accordance with the **QM-POL-011 Document Review Policy**.

Right to appeal

13. If a student or client is dissatisfied with the decision of the *Organisation's* 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>.
14. Where a decision or outcome from this appeals process results in favor of the student, the *Organisation's* RTO shall follow the required action and recommendation.

Traineeship workplace complaints

15. If the RTO becomes aware of an alleged instance or complaint of harassment or assault in the workplace, the trainee will be supported to follow *Organisation's* **HR-POL-014 Diversity and Inclusion Policy** and related fact sheets. All allegations will be referred to the Apprenticeship

Office immediately, so the wellbeing of the trainee can be managed.

Privacy

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

Reporting requirements

Refer to **QM-FOR-014 Organisational Chart**.

Legislation compliance

Refer to **QM-SS-001 Legislation and Regulations Spreadsheet**.

Related policies, forms and checklists

The following documents are available to support the implementation of this policy.

RTO-FOR-017 Complaints Form

RTO-FOR-018 Assessment Appeals 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

Version History

Version <i>(ISOC only)</i>	Submitted by (SMT)	Change Date (SMT)	Approver (QMT)	Approval Date (QMT)	Description (SMT/QMT/ISOC)
3.0	Annamarie Mulrennan	02/12/2020	Coral Callan	21/05/2021	Major version (approved)
4.0	Sam Bullen	10/03/2022	Irina Cattalini	22/6/22	Minor version (approved)
5.0	Sam Bullen	1/9/2022	Karri Hillier	26/10/2022	Referred to Organisational policies. Changed RTO Manager to RTO GM