

Objective

This procedure outlines the requirements for effectively handling student complaints and appeals.

Definitions

Complaint

A complaint is deemed to be dissatisfaction with the procedures, outcome or quality of service provided by or the conduct of employees of CEAV Institute or a third-party providing services on CEAV Institute's behalf in relation to the following processes:

- Enrolment.
- The quality of the training delivery.
- Issuing of results, certificates and/or statements of attainment.
- Any other activities associated with the delivery of training and assessment services.
- Other issues such as discrimination, sexual harassment, participant amenities, etc.

Appeal

An appeal is a request for a review of a decision made by CEAV Institute (or a third-party providing services on CEAV Institute's behalf), including decisions about assessment, made by CEAV Institute or a third party providing services on behalf of CEAV Institute. An appeal can also be made against CEAV Institute's outcome decision of a formal complaint.

Formal Complaint/Appeal

A complaint or appeal is deemed to be formal when it is made in writing to the RTO Manager.

Procedures for Handling Student Complaints

This procedure outlines the steps involved in the implementation of CEAV Institute's Student Complaints and Appeals Policy.

Complaints

- The complainant is encouraged to discuss the complaint with the relevant trainer or the Lead Trainer. It is always recommended to resolve the matters informally whenever possible.
- If satisfactory resolution cannot be achieved, the complaint should be referred to the RTO Manager using the Student Complaints and Appeals Form.
- The RTO Manager is responsible for investigating the complaint and contacting the complainant within five working days to try and negotiate a mutually satisfactory resolution.

- Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.
- The RTO Manager will provide regular updates to the complainant or appellant on the progress of the matter.

Appeals

- The appellant is encouraged to discuss their concern with the relevant trainer or Training Team Leader.
- If satisfactory resolution cannot be achieved, the appeal should be referred to the RTO Manager using the Student Complaints and Appeals Form.
- Appeals against assessment will be reviewed by the RTO Manager and they will involve the alternative Trainer/Assessor where appropriate.
- A re-assessment will be arranged where appropriate.
- The second assessment decision will be communicated to the appellant in writing.
- If the complaint is about a specific individual the RTO Manager's response will include:
 - Informing the person about whom the complaint is made and seeking their views and perspective.
 - Considering the use of a mediator.
- If the complainant is not satisfied with the response of the RTO Manager, the complaint will be referred to the CEO.
- Should the complainant be dissatisfied with the outcome of this process, external mediation and resolution is available. A request for external mediation or dispute resolution must be made in writing.
- The following people/organisations are available as external mediators:
 - Dispute Settlement Centre of Victoria (DSCV)
 - <http://www.disputes.vic.gov.au/>
 - Box Hill – Tel: 8803 8533 / Fax: 8803 8488
 - Institute of Arbitrators and Mediators Australia (IAMA)
 - <http://www.iama.org.au/resources.htm>
 - VIC Chapter Administrator – Tel: 8648 6578 / Email: vic.chapter@iama.org.au
- The CEO and/or Committee of Management will consider the recommendation of the external mediator prior to confirming or amending the original decision and communicate the decision with supporting reasons in writing to the parties involved in the process within two weeks.
- Following this process, if the complainant is not satisfied, the complainant may take the matter to the Victorian Civil and Administrative Appeals Tribunal (VCAT).
 - <http://www.vcat.vic.gov.au>
 - GPO Box 5408, Melbourne, VIC 3001
 - Ausdoc DX 210576 Melbourne
- The cost of any external mediation will be borne by the individual.
- CEAV Institute will document complaints and their resolution on the Continuous Improvement Action Plan.

Procedure for Recording Complaints and Appeals

The CEAV Institute will:

- securely maintain records of all complaints and appeals and their outcomes in a locked filing cabinet;
- maintain a complaints register;
- identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence;

use the outcome of any complaints or appeals to drive continuous improvement.

National Training Complaints Hotline and VET Regulator

If you have a **complaint** or query about a **course** or RTO, you can call the **National Training Complaints Hotline** on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at skilling@education.gov.au. The **hotline** refers **complaints** to relevant **regulators**.

ASQA accepts complaints about providers (also known as reports alleging provider non-compliance) from all members of the community. Complaints are lodged through asqaconnect.

Related Policies and Procedures

- Assessment Policy
- Learner Assessment Pack
- Assessor Assessment Pack
- Trainer and Student Portal in VETtrak
- Student Complaints and Appeals Policy
- Assessment Extension Application Form
- Course Extension Application Form

Areas of Compliance

- Skills First Victorian Funded Contract
- Standards for RTOs 2015
 - Clauses 1.7, 5.4 and 6.1 to 6.6 – Supporting and informing learners; managing complaints and appeals



Related Legislation

- Education and Training Reform Act 2006
- National Vocational Education and Training Regulator Act 2011

Approved by

The Committee of Management

Signed:		Date:	02/02/2021
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Review date

Effective from: February 2021

Review date: February 2024