

### Objective

The purpose of this policy is to:

- Outline the framework for the management of student complaints and appeals to record, acknowledge and deal with complaints and appeals fairly, efficiently and effectively.
- Ensure that CEAV Institute has a fair and transparent means for students to make formal complaints and appeals, and that CEAV Institute deals with complaints and appeals in a constructive, timely and sensitive manner.
- Ensure CEAV Institute systematically manages student complaints and appeals in line with legislative and regulatory requirements.
- Ensure that CEAV Institute applies the principles of fairness and natural justice to the management of student complaints and appeals.

Procedures for the effective management of student complaints and appeals are contained in the Student Complaints and Appeals Procedure.

### Scope

This policy applies to:

- CEAV Institute (22523), trainer, assessors or other staff;
- A third-party providing services on CEAV Institute's behalf, its trainers, assessors or other staff; or
- A student of CEAV Institute

### Policy

CEAV Institute will provide mechanisms for students to express their satisfaction with Training programs and provide a system to support compliance with legislation and regulations under the Standards for RTOs.

CEAV Institute will aim to record, acknowledge, and deal with complaints and appeals fairly, efficiently and effectively.

CEAV Institute will respond promptly to any expression of dissatisfaction with:

- trainers, assessors, or other staff;
- other learners;
- training products or services;
- information products or marketing material.

CEAV Institute welcomes suggestions or ideas for improving services and appreciates being informed about any difficulties experienced by students in their dealings with CEAV Institute.

CEAV Institute will:

- apply the principles of natural justice and procedural fairness at every stage of the complaint and appeal process;

- make the Student Complaints and Appeals Policy and Procedure publicly available on the website and in the student handbook;
- communicate the procedure for making a complaint or requesting an appeal to students at the induction session;
- will acknowledge complaints and appeals in writing and finalise them as soon as practicable;
- provide the opportunity for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

### **CEAV Institute will ensure that when dealing with complaints and appeals:**

- All disputes are handled professionally and confidentially to achieve a satisfactory resolution that is fair and equitable to all parties.
- All students and CEAV Institute staff are provided with information about the complaints process.
- The complaints and appeals process are accessible to all students and prospective students free of costs and charges at all stages and encourages timely resolution based on principles of social justice (access, equity, participation, and rights).
- The complaints and/or appeals processes do not disadvantage complainants and/or appellant.
- Anonymous concerns cannot transpire into formal grievances. As such, the aggrieved student/s must be identified, and a written complaint must be submitted to the RTO Manager for formal proceedings to commence under the complaints and appeals procedure.
- The complainant may be assisted and accompanied by a third party (non-legal), if desired, to provide support, information, or advocacy.
- Complainants and/or appellants will be kept informed of the progress of their complaint/appeal and the final resolution.
- Complainants and/or appellants will be advised of avenues for further review of their complaint/appeal if not satisfied with the resolution.
- All documentation related to the complaints process is recorded on file by CEAV Institute maintaining confidentiality.

## 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.

### Related Documents

- Student Records Procedure
- Student Access to Records Procedure
- Student Access to Records Form
- Summary of the National Privacy Principles
- Student Portal
- Trainer Portal
- Assessment Cover Sheet and Feedback Form
- Assessment Validation and Moderation Policy
- Assessment Validation and Moderation Procedure
- Competency Assessment Sheet
- Student Complaints and Appeals Procedure
- Student Handbook
- Trainer Handbook
- Continuous Improvement Policy and Procedure
- Student Complaints and Appeals Form

### Related Legislation

- Education and Training Reform Act 2006
- National Vocational Education and Training Regulator Act 2011, including the July 2020 amendments
- Commonwealth Privacy Act 1988 and Amendments
- National Privacy Principles
- Victorian Privacy Act 2008
- Privacy and Data Protection Act 2014 (Vic)
- Public Records Act 1973



**Approved by**

*The Committee of Management*

<b>Signed:</b>	<i>B. Lughiotti</i>	<b>Date:</b>	02/02/2021
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**Review date**

**Effective from:** February 2021

**Review date:** February 2024