

## *Saint Mary's Catholic College South Burnett*

### **RTO COMPLAINTS AND APPEALS PROCEDURES**

Complaints and appeals are managed fairly, efficiently and effectively. Saint Mary's Catholic College creates an environment where clients' views are valued. Any person wishing to make a complaint against the College, concerning its conduct as an RTO, or an appeal regarding an RTO decision, shall have access to the Complaints and Appeals Procedure.

All formal complaints and appeals will be heard and decided on within 15 working days of receiving the written complaint or appeal. The designated person will keep a Complaints and Appeals Register which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

#### **Complaints Procedure**

- All formal complaints must be in writing and addressed to the Principal, as CEO of the RTO
- On receipt of a written complaint:
  - A written acknowledgement is sent to the complainant from the Principal (via admin support).
  - The complaint is forwarded to the Vocational Education & Training Leader and RTO Manager
  - The complaint will be entered into the RTO Complaints and Appeals Register
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter
- The Principal and/or Head of Secondary will either deal with the complaint or convene an independent panel to hear the complaint. This shall be the Complaints and Appeals committee
- The Complaints Committee shall not have had previous involvement with the complaint and will include representatives of:
  - The Principal
  - The teaching staff
  - An independent person
- The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation
- The relevant staff member, third party or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The outcome/decision will be communicated to all parties in writing within 60 days and recorded in the RTO Complaints and Appeals Register. All paperwork pertaining to the complaint will be filed in the student files in Administration
- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO
- If the complainant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints ([www.qcaa.qld.edu.au/3141.html](http://www.qcaa.qld.edu.au/3141.html))

**The root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.**

## Appeals Procedure

- All formal appeals must be in writing and addressed to the Principal, as CEO of the RTO
- On receipt of a written appeal:
  - A written acknowledgement is sent to the appellant from the Principal (via admin support)
  - The appeal is forwarded to the Vocational Education & Training Leader.
  - The appeal will be entered into the RTO Complaints and Appeals Register
- If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter
- The Principal and/or the RTO Manager will either deal with the appeal or convene an independent panel to hear the complaint. This shall be the Complaints and Appeals committee
- The Complaints committee shall not have had previous involvement with the appeal, and will include representatives of:
  - The Principal
  - The teaching staff
  - An independent person
- The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation
- The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation
- The outcome/decision will be communicated to all parties in writing within 60 days and recorded in the RTO Complaints and Appeals Register. All paperwork pertaining to the appeal will be filed in the student files in Administration
- If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the college
- If the appellant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints ([www.qcaa.qld.edu.au/3141.html](http://www.qcaa.qld.edu.au/3141.html))

**The root cause of any appeal will be included in the systematic monitoring and evaluation processes of Saint Mary's Catholic College so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.**