

R RTO Management

R5 Complaints and Appeals

Standards Evidenced	6.1, 6.2, 6.3, 6.4, 6.5 (6.6 not applicable)
Standards Referenced	

General policy

TSTCA will implement a complaints and appeals process which is conducted according to the principles of natural justice and which is available to all staff, clients, learners, and others who wish to access it.

Complaints and appeals

(Standards 6.1, 6.2, 6.3, 6.4, 6.5)

TSTCA will ensure that the complaints process allows for the making of a complaint regarding:

- The actions of TSTCA as a company;
- The actions of TSTCA trainers, assessors, or staff members;
- Any learner of TSTCA; or
- Any other party with whom TSTCA has a relationship, including any third party who is providing services on its behalf.

It is the policy of TSTCA to ensure that the appeals process allows for the making of an appeal against any decision made by TSTCA a staff member or a third party contractually bound to the RTO, including but not limited to:

- Assessment decisions;
- Disciplinary decisions;
- Refund or other fee decisions; or
- Any other decision.

The complaints and appeals process will:

- Be based on the principles of natural justice;
- Be made publicly available through the TSTCA administration;
- Be published in the TSTCA Learner Handbook;
- Ensure that all formal complaints or appeals are acknowledged in writing;
- Be finalised within 60 days, with a target set for the finalisation of all complaints or appeals within 30 days;
- Make provision for informing the complainant or appellant of the reason finalisation cannot be made within 60 days, where this is true;
- Ensure that a complainant or appellant is continuously kept notified as to the status of their complaint or appeal;
- Provide for an independent third-party to review the complaint or appeal if the complainant or appellant deems it necessary; and
- Make provision for the secure storage of records related to the complaint or appeal.

When a complaint or appeal is filed, the appropriate process has been conducted, and the complaint or appeal is concluded, it will be used as a key input into the improvement systems of the

organisation. The Chief Executive Officer, or their elected delegate, will ensure that the complaint or appeal is analysed to determine the cause and, where possible, actions are taken to prevent recurrence of the cause.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Complaint Management	Receive, investigate, manage, and resolve a complaint lodged by a learner, staff member, or any other stakeholder of the RTO
Appeal Management	Receive, investigate, manage, and resolve an appeal lodged by a learner, staff member, or any other stakeholder of the RTO

Supporting Forms and Documents

Document Identifier	Name
	Complaints Register
	Appeals Register
R_QP02	Complaints Procedure
R_QP01	Appeals Procedure
R_FM01	Appeals Form (Non-academic)
R_FM02	Complaints Form
R_FM03	Learner Assessment Appeals Form

Evidence

To Evidence	Source
Complaints and appeals	Complaints Register Appeals Register

--- End of Policy ---

Version Control

Version #	Date	Changes
1.0	27/10/17	First release