



# VET Complaints and Appeals Policy and Procedure

## Policy Statement

A **complaint** can be made to Siena Catholic College regarding the conduct of:

- the school RTO, its trainers, assessors or other school RTO staff
- students of the RTO
- any third parties providing services on behalf of the school RTO (if relevant).

Complaints may be made to any member of staff.

An **appeal** can be made to Siena Catholic College to request a review of a decision, including assessment decisions.

Appeals should be made to the trainer/assessor in the first instance, but can also be made to the Curriculum Leader or the RTO Manager.

The school RTO (Siena Catholic College) will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

1. Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.
2. All complaints and appeals are heard and resolved within 60 calendar days of receipt.

If the school RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.

## Procedures

1. If a complaint relates to a report about harm or safety, refer to your school's appropriate Student Protection procedures.
2. On receipt of a verbal complaint:
  - Resolve the complaint if possible, documenting the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.
  - If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.
3. To put a complaint/appeal in writing, advise the complainant/appellant that:
  - they may use the support of a third party in progressing the complaint/appeal
  - they can either put the complaint/appeal in writing themselves using the form below, or you can make a written record for them to sign. In this case,
    - ◆ note whether the complainant/appellant wants the support of a third party
    - ◆ ensure the complainant signs and dates the form
    - ◆ identify yourself, and your role within the school RTO
    - ◆ sign and date the form yourself.
4. On receipt of a written complaint/appeal:
  - if the complaint/appeal is not in relation to the RTO Manager
    - ◆ forward it to the RTO Manager
    - ◆ enter it into the secure Complaints and Appeals Register.
  - if the complaint is in relation to the RTO Manager
    - ◆ forward it to the Deputy Principal responsible for the Senior School
    - ◆ enter it into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.
  - send a prompt written acknowledgement to the complainant from either the RTO Manager or the Deputy Principal responsible for the Senior School, as appropriate



# Complaints and Appeals Statement Form

Current as at April 2017

Complainant/Appellant Details					
Complainant	<input type="checkbox"/> Student	<input type="checkbox"/> Parent/Carer	<input type="checkbox"/> Other	Date	
Name			Student Number		
Home Phone		Business Phone			
Mobile		Email			
Type of Complaint/Appeal					
<input type="checkbox"/> Appeal of Assessment decision					
<input type="checkbox"/> Appeal of RPL/Credit Transfer decision					
<input type="checkbox"/> Complaint					
<input type="checkbox"/> Other					
Complaint/Appeal Details					
Description					
Proposed Resolution					
Name					
Signature		Date			



# Complaints and Appeals Statement Form

Current as at April 2017

Office Use Only (must be responded to within 5 working days)			
Date Statement Received		Complaint/Appeal No.	Type <input type="checkbox"/> General <input type="checkbox"/> VET
Referred to	<input type="checkbox"/> Principal <input type="checkbox"/> Deputy Principal <input type="checkbox"/> Career/VET Coordinator <input type="checkbox"/> Curriculum Leader		
Forwarding Officer		Entered in Register	<input type="checkbox"/> Yes <input type="checkbox"/> No
Action Taken			
Outcome and reason for decision			
Follow-up Contact			
Date copy provided to student/parent/guardian			
Name			
Signature		Date	