

Complaints and Appeals Policy

Registered Training Organisation (RTO) Policies and Procedures

CTSDE RTO Code: 46314

Purpose

This Policy provides detail to ensure that Charters Towers School of Distance Education adheres to requirements outlined in Standard 6 of the Standards for Registered Training Organisation (RTOs) 2015, by providing a publicly available complaints and appeals policy. This policy outlines the schools procedure for receiving, responding to, finalising and recording a complaint or appeal.

Scope of Policy

Persons and/or organisation/s governed by this policy are: the RTO (Charters Towers School of Distance Education); trainers and assessors delivering qualifications on behalf of the RTO; other staff employed by the RTO; a third party and all associated staff providing services on behalf of the RTO; and, a learner of the RTO.

Definitions

Complaint –

A statement that something is unsatisfactory or unacceptable. A complaint can be made to the RTO regarding the conduct of any entity listed above in ‘Scope of Policy’.

Appeal –

Submitted when a learner is not satisfied with a decision that the RTO has made during training and/or assessment.

Receiving a complaint or appeal

Complaints and appeals must be submitted in writing. Complaints and appeals can be submitted to any member of staff. Any complaint or appeal submitted in writing will be forwarded to the RTO Manager. In the event that the RTO Manager is unavailable, the complaint and/or appeal will be forwarded to the RTO CEO (Principal).

Responding to a complaint or appeal

All complaints and appeals are acknowledged in writing by either the RTO Manager or CEO within 5 business days, from time of receipt. Charters Towers School of Distance Education ensures that complaints and appeals are managed in a fair, efficient and effective manner. Charters Towers School of Distance Education ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

Finalising a complaint or appeal

All complaints and appeals are heard and resolved within 60 calendar days of receipt. In the event that the RTO considers that more than 60 calendar days is required to process and finalise the complaint and/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. In the event that the process fails to resolve the complaint and/or appeal, the complainant or appellant will be provided with an opportunity for a review of the outcome by an appropriate party independent of the RTO and the complainant or appellant.

Maintaining secure records of all complaints and appeals and their outcomes

Records are securely maintained of all complaints and appeals and their outcomes. The RTO identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

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