

Student Complaints and Appeals Policy and Procedure

Student Complaints and Appeals Policy and Procedure	
Applies to: All students enrolled with Inclusion Training	Version: 2.1
Specific responsibility: The Manager, Compliance Officer is responsible for updating this policy and procedure and Trainers and Assessors are responsible for ensuring this policy and procedure is adhered to.	Date approved: June 2020
	Review date: June 2021
Policy context:	
Legislation or other requirements	AQTF Essential Conditions and Standards for Continuing Registration – July 2010 Standard 1: Element 1.1 Standard 2: Elements 2.2; 2.3; 2.7 Standard 3: Element 3.4
Contractual obligations	Skills First Funding Contract Schedule 1 Clauses 1.1 – 1.7

OBJECTIVE

This policy ensures a clear process to follow in order to register a complaint and/or appeal. It ensures that all parties involved are kept updated with the actions and the results throughout the investigation process.

SCOPE

The scope of this policy is to ensure that all Inclusion Training students' appeals and complaints are considered, investigated and resolved in a timely, confidential and sensitive manner.

DEFINITIONS:

Complaint: A complaint is any expression of dissatisfaction with an action product or service of an education and training provider (or of the registering body) made to the registering body.

Appeal: An appeal is where a client of an RTO, or interested party, may dispute a decision made by the RTO. The decision made by the RTO may be an assessment decision or may be about any other aspect of the RTO's operations.

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POLICY STATEMENT

Inclusion Training is committed to providing quality services (training, assessment and welfare) equally to all students.

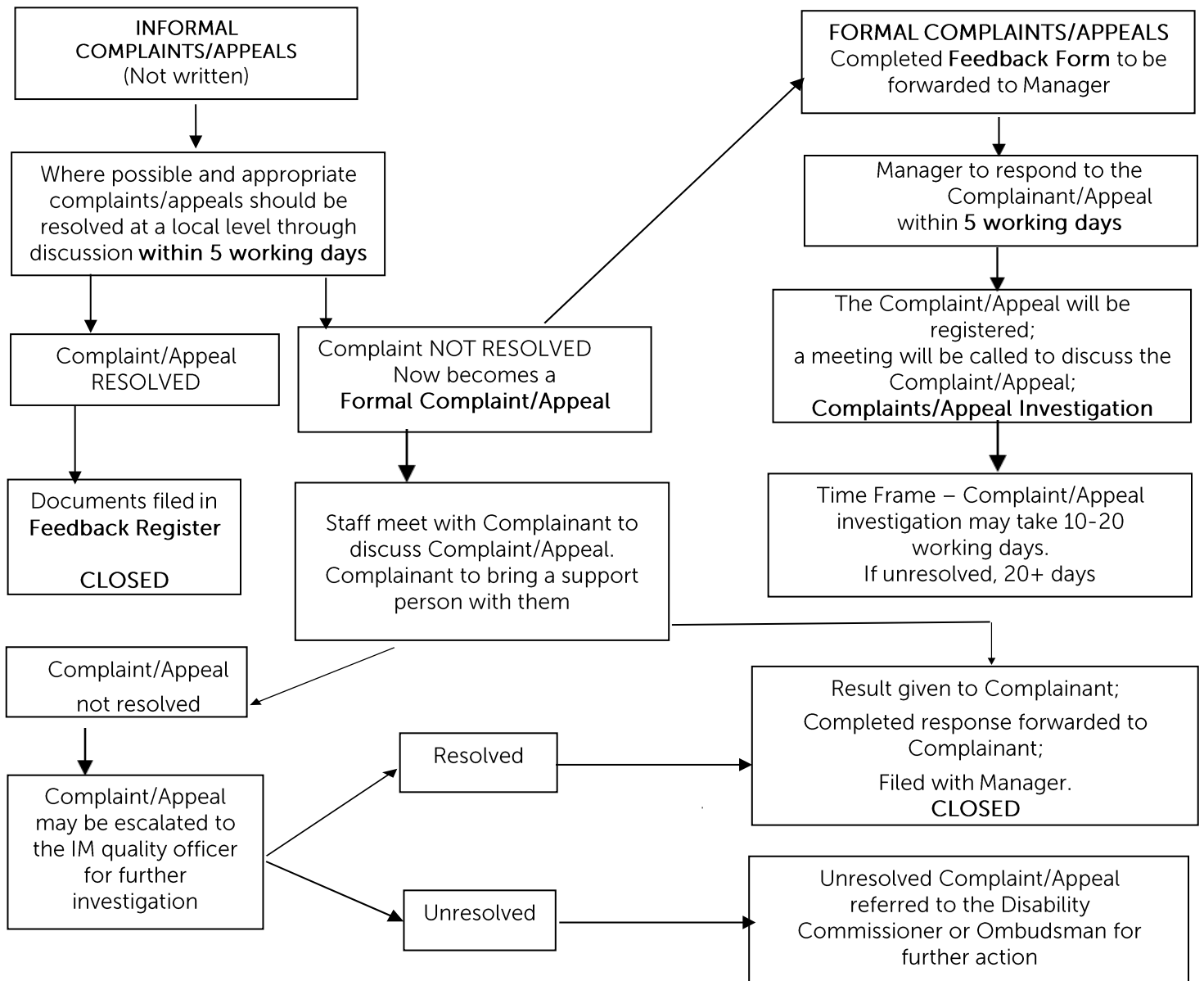
Inclusion Training ensures that:

1. Every stage of a complaint and/or appeal will be approached with fairness
2. All formal complaints and appeals are lodged in writing and are acknowledged by RTO Manager in writing.
3. The individuals have full access to the relevant evidence and parties involved will be personally heard by an independent person who was not involved in the original issue.
4. The review and investigation are evidence based and are documented at all stages and all parties involved are given a written statement of the outcome, including details of the reasons for the outcome.
5. All formal complaints and appeals are heard within 5 working days and dealt with and finalised within 20 calendar days of receiving the written complaint or appeal.
6. If Inclusion Training considers more than 20 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.
7. If the process fails to resolve the complaint or appeal, a review by an independent party via the external complaint and appeal process is available however the internal process must have been accessed and completed.
8. The right of students to remain enrolled throughout all stages of any internal and external complaint and/or appeals processes they enter, except in cases of suspension or cancellation of enrolment for serious misbehaviour (suspected criminal activity, a student being a danger to themselves and/or others, etc.).
9. A secure Complaints and Appeals Register, which documents all formal complaints, appeals and their outcomes is maintained.

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PROCEDURE



- All complaints relating to Bullying, Harassment, Discrimination and Sexual Harassment shall follow the process specified in the Bullying, Harassment and Discrimination Policy and Procedure and the Sexual Harassment and Assault Policy and Procedure. Issues requiring disciplinary action will follow the Staff Discipline Policy and Procedure.
- Where a decision or outcome is in favour of the student, the RTO shall follow the required action and recommendation from a third-party mediator to satisfy the student's appeal as soon as practicable.

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DOCUMENTATION

Documents related to this policy	
Related policies	Bullying, Harassment and Discrimination Positive Behaviour Support Privacy and Confidentiality Sexual Harassment and Assault Stakeholder Satisfaction, Feedback or Complaints
Forms, record keeping or other organisational documents	Feedback and Complaint form Continuous Improvement Register.

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