

RTO Complaints and Appeals Policy and Procedure

RTO No: 6406

RTO Complaints and Appeals Policy and Procedure Policy and Procedure	
Applies to: All students enrolled with Inclusion Training	Version: 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: 13/01/2025
	Review date: 13/01/2026
Policy context:	
Standards or other external requirements	Standards for RTOs 2015
Legislation or other requirements	<p>AQTF Essential Conditions and Standards for Continuing Registration Standard 1: The RTO provides quality training and assessment across all its operations</p> <p>Element 1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment</p> <p>AQTF Essential Conditions and Standards for Continuing Registration Standard 2 – The RTO adheres to principles of access and equity and maximises outcomes for its clients.</p> <p>Element 2.2 The RTO continuously improves client services by collecting, analysing and acting upon relevant data</p> <p>Element 2.3 Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations</p> <p>Element 2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively</p>
Contractual obligations	

OBJECTIVE

This policy ensures a clear process to follow in manage complaints and/or appeals. 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 identified, investigated, responded to, and inform continuous improvement in a timely, confidential and sensitive manner. For further information on the process for responding to appeals to assessments, please refer to the Appeals Policy & procedure. This policy primarily focuses on the process of managing and responding to complaints, and appeals to complaints, and other RTO decisions.

Document Name	RTO Complaints and Appeals Policy and Procedure	Reference:	RTO Standards 1015 AQTF Standards for continuing registration		
Issue Date	13/01/2025	Review Date	13/01/2026	Version No.	2
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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.

POLICY STATEMENT

Inclusion Training is committed to providing quality services (training, assessment and welfare) equally to all students. This includes collecting, analysing and acting upon feedback and complaints from students, and taking appropriate measures to efficiently and effectively resolve individual complaints made by students.

Inclusion Training ensures that:

1. The complaint and appeals management system are clearly communicated to students in the student handbook and the getting started guide. This includes information on the different ways a complaint or appeal can be made, including:
 - a. Making a verbal or written complaint to a trainer/assessor/DSP or another staff member at Inclusion Training
 - b. Submitting a complaint/feedback/appeal through the Inclusion Melbourne website <https://inclusionmelbourne.org.au/about-us/feedback/>
 - c. Making a complaint/appeal to the Inclusion Melbourne feedback email feedback@inclusion.melbourne
 - d. Providing information on how a student may escalate their complaint if they are unhappy with how Inclusion Training has managed the complaint, such as the TAFE and Training Line as per the DET guidelines (<https://www.vic.gov.au/make-complaint-student>)
2. all formal complaints and appeals are recorded and acknowledged by RTO Manager within 5 business days
3. Depending on the circumstances of the complaint, student's will be provided with all relevant information pertaining to the complaint, such as student records or assessments. An independent third party, advocate, or support person may be engaged to be part of the complaint resolution process, including participating in meetings to help resolve the complaint or appeal.
4. Student's will be informed of the outcome of the complaint investigation process, including details on the reasons for the outcome and providing opportunities for further responses and information on external organisations they can engage with if they are not satisfied with the outcome of the complaint
5. All formal complaints and appeals will aim to be resolved within 20 calendar days of receiving the written complaint or appeal. Additional time may be required if a complaint has a higher level of complexity whereby it is unfeasible to resolve them within 30 days.

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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. Inclusion Training respects the rights 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.).
8. Inclusion Training maintains a secure Complaints and Appeals Register, which documents all formal complaints, appeals and their outcomes and ensures open communication with all parties.
9. All complaints and appeals, as well as the complaints and appeal policy, will be reviewed as part of the continuous improvement processes and appropriate corrective actions will be taken to eliminate or mitigate the likelihood of recurrence. Continuous Improvement activities will be documented in the Continuous Improvement register

DOCUMENTATION

Documents related to this policy	
Related policies	Training and Assessment Policy and Procedures.
Forms, record keeping or other organisational documents	Enrolment Form, Pre-Training Interview, LLN, Training Plan.

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