

RT Complaints and Appeals Policy

Policy overview

This policy is produced in the context of the RTO's commitment to quality programs and student wellbeing. The policy focuses on establishing mechanisms to address any concerns and complaints by RTO students, whether they be prospective, currently enrolled or former students. RT is committed to resolving complaints efficiently and ensuring that outcomes are consistent, fair and just.

Definitions:

- Complaint: the informal or formal expression of concern in regard to some element of the conduct of RT Ringwood Training's operations, services, staff or students.
- Appeal: refers to appeals against any of Ringwood Training's decisions.
- Complainant: means the person making the complaint.

Any person wishing to make a complaint concerning RT's conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints procedure. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by the RTO. The designated person will keep a "Register of Complaints" which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Complaints procedure

Persons with a complaint concerning the manner that RT conducts its responsibilities as an RTO, have access to the following procedures:

- the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of RT, e.g. the trainer/teacher, who will make a decision and record the outcome of the complaint.
- person(s) dissatisfied with the outcome of the complaint to the trainer/teacher may then complain to the RTO Manager or equivalent, who will make a decision and record the outcome of the complaint.
- person(s) dissatisfied with the outcome of the complaint to the relevant person may initiate a "formal complaint".

Formal complaint

- formal complaints may only proceed after the informal complaint procedure has been finalised.
- the complaint and its outcome shall be recorded in writing.

- on receipt of a formal complaint the appropriate manager shall convene an independent panel to hear the complaint; this shall be the “complaint committee”.
- the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 - the manager RT
 - the teaching staff
 - an independent person
- the complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- the complaint committee will make a decision on the complaint.
- the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.

VRQA Complaints information:

If the complainant is still dissatisfied with the outcome of the complaint or appeal, they may refer to the VRQA. <http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

If you are experiencing problems at your school or training organisation please see the Student Problems section of the website before making a complaint to the VRQA.

Student Problems contains advice about refunds, assessment results, and other common student issues.

The VRQA does not investigate all complaints, however can refer you on to the agencies that do. For example, the VRQA cannot investigate refund disputes, however Consumer Affairs can.

For issues in relation to apprenticeships and traineeships, please see the Apprenticeships and traineeships section of this website, or call the VRQA on 1300 722 603.

The VRQA does investigate complaints against Victorian schools and training organisations registered by the VRQA.

Assessment appeals policy

In regard to assessment decisions: if a student disagrees with an assessment decision, they are encouraged to discuss this with their assessor in the first instance. However if a meeting



with the assessor cannot resolve the issue, then students may make a formal appeal concerning the decision.

An appeal regarding an assessment decision should be provided in writing to the Manager within 14 days of receiving the assessment outcome.

The appeal must include details of the unit or units of competency, the assessment time and place, why they are appealing and any further information or evidence to support their appeal.

A re-assessment with another RT assessor will be offered. If this is not satisfactory to the student, the appeal will be referred to another assessor from another RTO.

The assessor will re-assess the student, or review evidence presented and make a judgement. *The fundamental cause of the complaint will be included in the continuous improvement cycle of the relevant standard/s.*