

RTO Management

Complaints and Appeals Policy

Standards Evidenced	
Standards Referenced	Standard 6 Clauses 6.1-6.6

Purpose

This policy outlines Master Plumbers commitment to resolving complaints and appeals raised by students and ensuring matters are dealt with transparently, fairly and efficiently. Master Plumbers RTO acknowledges that dissatisfaction with assessment outcomes, interaction of staff and students and general concerns of the quality of services delivered can arise. This policy outlines the approach adopted to provide students with a mechanism to bring their concerns to the attention of management and contribute constructively to the continuous improvement regime of the RTO.

Definitions

Complaint

A complaint may be of an academic or non-academic nature or as formal or informal in the way the complaint is recorded.

An **academic complaint** may relate to assessment, academic progress, course content, the quality of the course delivery, academic achievement in a course of study or enrolment cancellation.

A **non-academic complaint** may relate to operational, administrative, discriminatory behaviour, or harassment issues.

A **formal complaint** is one in which the seriousness of the issue as interpreted by the complainant is lodged in writing via Complaints and Appeals procedure.

Grievance

Refers to a general expression of dissatisfaction with some aspect of a student's experience with the RTO and tend to be addressed as an informal complaint and usually resolved easily through discussion with staff concerned.

Appeal

Generally, relates to an assessment outcome that is in dispute.

Scope

This policy applies to the staff of Master Plumbers RTO and students of who have enrolled or demonstrated an intention to enrol regardless of campus location, student's place of residence or the student's mode of study at which the grievance or complaint has arisen.

A student who has ceased enrolment with the College will be considered under this policy and related procedure for a period of up to three calendar months after their enrolment has ceased.

General policy

Master Plumbers RTO is committed to the investigation and resolution of all complaints and appeals brought to its attention. This policy ensures that the Master Plumbers RTO will:

- Respond to any allegations directed towards the RTO, trainers and assessors, other students and support staff.
- Implement a complaints and appeals process that is procedurally fair and adheres to the principles of natural justice.
- Record each complaint/appeal, its outcome, and the reason for the decision in writing.
- Provide opportunity for a complainant presenting a formal complaint to be accompanied and assisted by a support person at any relevant meetings.
- Provide opportunity for the complaint/appeal to be heard by an independent person or panel.
- Act in a timely way on the subject of any complaint found to be substantiated.
- Retain records of the complaint/appeal securely for a minimum of five (5) years and allow parties to the complaint appropriate access to these records.
- Ensure that the student's enrolment and academic progress is not disrupted should a formal complaint be under investigation.
- Make this policy available on the Master Plumbers website and incorporated in the Learner Handbook.
- Provide opportunity for professional mediation where a satisfactory resolution cannot be reached.
- Formal complaints will be investigated within five (5) working days of complaint being lodged.
- A complainant that has made a complaint or appeal under this policy will not be disadvantaged by way of victimisation or discrimination.
- Processes to resolve the formal complaint through counselling and/or mediation within 15 working days of the complaint being lodged.
- Ensure this policy does not limit the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Records of complaints and appeals are to be retained for five (5) years and made available to both parties upon request.

Complaints and Appeals Committee

Where the student is not satisfied with the resolution, outcome or determination made from a formal appeal the matter may be escalated to the CEO or their nominated representative. The request for consideration of your appeal decision must be forwarded in writing within 15 working days of receiving the written outcome of the appeal.

The Complaints and Appeals Committee as determined by the CEO comprising of a learner representative, support person nominated by the applicant and a Master Plumbers independent trainer are to meet within five (5) working days of receipt of appeal.

External professional mediation

Where all internal avenues have been exhausted the complainant can request external, independent mediation. Master Plumbers will appoint the mediation service. All upfront costs of this service are

to be covered by the student though Master Plumbers may reimburse the student (in part or in full) if the appeal is found in the student's favour.

Withdrawing a complaint or appeal

A student may at any time withdraw a complaint or appeal. All requests to withdraw the complaint or appeal may be in writing and forwarded to the General Manager Training and Industry Development. Once received all investigations will cease and the matter deemed as resolved.

Further information and privacy enquiries

All enquiries must be in writing to Manager Training and Industry Development, 22-28 Phoenix Street, Brunswick, Vic 3056. Further advice on privacy matters may also be referred to 03 9356 7300.

Supporting processes

The following processes and associated documents are defined to ensure these policy requirements are met:

Process Name	Purpose
Complaint Management	Receive, investigate, manage, and resolve a complaint lodged by a learner, staff member, or any other stakeholder of the RTO
Appeal Management	Receive, investigate, manage, and resolve an appeal lodged by a learner, staff member, or any other stakeholder of the RTO

Supporting Forms and Documents

Document Identifier	Name
MPP050	Complaint and Appeals Form

Evidence

To Evidence	Source

--- End of Policy ---

Approval

Approved By	Position	Signature	Date
Brendan Gould	Manager Training and Industry Development		1/03/2021

Version Control

Version #	Date	Changes
1.0	1/03/21	First release