



## Complaints and Appeals

Policies and procedures relate to Standard 6: Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

### Complaints and Appeals Policy and Procedure

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#### Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

#### Scope

This complaints and appeals policy applies to all students enrolled with Kenmore State High School and through third parties providing services on behalf of the school RTO.

#### Definitions

**Complaints and Appeals** include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are told the decision and the reasons for the decision.

#### Policy

Kenmore State High School believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally and in writing.

Kenmore State High School will manage all complaints and appeals fairly, equitably and efficiently as possible. Kenmore State High School will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Kenmore State High School acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Kenmore State High School seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via the Kenmore State High School intranet and is available in the Student Handbook. The information will also contain details of external authorities that they may approach.

### Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing:
  - description of the complaint or appeal
  - state whether they wish to formally present their case
  - steps taken to deal with the complaint or appeal
  - what they would like to happen to fix the problem and prevent it from happening again.
4. The student brings the complaint or appeal to the attention of the trainer.
5. If the complaint or appeal is not dealt with to the student's satisfaction, s/he may bring it to the attention of the VET Coordinator who will record details of the complaint or appeal on the Complaint and Appeal register. The VET Coordinator will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the VET Coordinator receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 30 days.
6. Should the issue still not be resolved to the student's satisfaction, Kenmore State High School will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The Principal will be informed of the progression of the complaint/appeal. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.
8. If the student is still not happy with external mediation, he / she may take his / her complaint to the VET Regulator.
9. All documentation relating to complaints or appeals should be archived for audit purposes.

The Kenmore State High School VET Coordinator will be the person responsible for the implementation and maintenance of the policy. The root cause of any complaint or appeal will be included in the continuous improvement processes of the school.

The Complaints and Appeals Register will be stored securely at  
G:\Coredata\Curriculum\Departments\VET\VET Coordination\RTO Management\2015 Standards Compliance Documents



## Complaint Form

By completing this form you will be lodging a formal complaint.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.

A reply will be forwarded to you within 30 days.

<b>Date</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Contact Numbers</b>	Click here to enter text.
<b>Please detail your concern in full, giving as much detail as possible</b>	
Click here to enter text.	
<b>Signature</b>	

**OFFICE USE ONLY**

<i>Received by</i>		<i>Complaints Number Issued</i>	
<i>Date</i>		<i>Given to VET Coordinator</i>	
<i>Date Issued</i>		<i>Follow up Date</i>	
<i>Action Taken</i>			
<i>Specify possible improvement based on complaint</i>			



## Appeals Form

By completing this form you are requesting to appeal a judgment made against you.

This form serves to begin the appeal process in relation to a judgment that has been made against you. This Form must be lodged to the VET Coordinator within 7 days of you receiving a judgment.

A written response will be issued to you within 21 days.

<b>Date</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Contact Numbers</b>	Click here to enter text.
<b>Please detail in full, your reason for an appeal</b>	
Click here to enter text.	
<b>Signature</b>	

**OFFICE USE ONLY**

<i>Received by</i>		<i>Appeal Number Issued</i>	
<i>Date</i>		<i>Given to VET Coordinator</i>	
<i>Date Issued</i>		<i>Follow up Date</i>	
<i>Action Taken</i>			
<i>Specify possible improvement based on complaint</i>			



## Assessment Appeals/Complaints Record

Learner	
Assessor	
Unit/Competency Assessed	

### Assessment Appeals/Complaint Procedure

Learners have the right to challenge the assessment decision made by the assessor on a unit of competency. The following steps are to be followed if a learner wishes to exercise this right.

1. The learner should first discuss his/her opinions with the assessor. If still not satisfied with the decision they may appeal to the VET Coordinator. He/she must notify the assessor of the intention to appeal. An appeal must be made in writing to the VET Coordinator within 7 days of this notification.
2. The VET Coordinator through the Principal must notify the appropriate body that an appeal has been lodged.
3. The VET Coordinator will collect information from the learner and assessor within 30 days of the original appeal and give a decision.
4. Comprehensive records will be made of any appeal and subsequent actions and findings.

Brief description of task assessed	
Click here to enter text.	
Evidence provided by candidate	Date plan agreed
1. Click here to enter text.	Click here to enter text.
2. Click here to enter text.	Date assessment took place
3. Click here to enter text.	Click here to enter text.
4. Click here to enter text.	Date feedback given
5. Click here to enter text.	Click here to enter text.
6. Click here to enter text.	Date appeal lodged
7. Click here to enter text.	Click here to enter text.

Comments from candidate on assessment feedback given
Click here to enter text.

Candidate signature	
Date	

Decision by VET Coordinator	
Click here to enter text.	
VET Coordinator signature	
Date decision made	Click here to enter text.
Assessor signature	
Date	Click here to enter text.

***Candidate signature confirms agreement and acceptance of internal VET Coordinator decision***

Candidate signature	
Date	Click here to enter text.