

RTO18 RTO Complaints and Appeals Policy and Procedure

Purpose

This policy and procedure is in place to ensure that learners have the opportunity to be heard and provide feedback where they feel the need to. Ensuring BGT Jobs + Training provides and maintains services that are fair and reasonable this document affords a forum where issues or inadequacies can be resolved.

Scope

For all RTO related complaints and appeals the RTO Training Manager is appointed as the Complaints Resolution Officer.

Definitions

Complaint	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.
Victorian Registration and Qualifications Authority (VRQA)	The VRQA is Victoria's education and training regulator that works to assure the quality of education and training in vocational education and training (VET) providers.
RTO Registered Training Organisation	RTOs are registered training providers and deliver vocational education and training (VET) services. RTO's are recognised as providers of quality-assured and nationally recognised training and qualifications.

Responsibilities

Training Manager	<p>To guide employees in the stages they are handling informal complaint</p> <p>To handle formal complaints, that may not be reasonably practical for the Training Manager to handle.</p> <p>To handle formal complaints including the initial, investigation and outcome stages, handling the process on both an internal and external level</p> <p>To handle and formal appeals that are lodged and undertake the necessary steps to provide a fair and just outcome, including being able to justify any decisions made.</p>
CEO	<p>Where appropriate guide employees in the stages they are handling informal complaint</p> <p>To handle and formal appeals that are lodged and undertake the necessary steps to provide a fair and just outcome, including being</p>

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	able to justify any decisions made, where it is not reasonable or inappropriate for the Training Manager to do so.
Quality and Compliance Officer	To support the policy and procedure being upheld. To support the investigation stage by providing relevant details in regards to compliance matters. Assist with informal complaints as required
Trainers	To assist with informal complaints as required To be available and provide all supporting documentation and information in regards to any formal complaints which they may have knowledge of.
Administration Assistant	To assist with informal complaints as required To be available and provide all supporting documentation and information in regards to any formal complaints which they may have knowledge of.

Policy

The objective is to ensure that BGT staff and those acting on behalf of BGT act in accordance with the BGT Code of Practice. The process provides complainants a clear process to follow in order to register a complaint and/or appeal. It ensures that all parties involved are kept informed of the resulting actions and outcomes throughout the resolution process.

Where a grievance or complaint is raised in a non formal capacity all attempts should be made to resolve the matter. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue.

Although any employee in the RTO department may be involved in the informal process, it is requested that the Training Manager be made aware of any grievance or complaint that has been raised.

BGT Jobs + Training must be open and transparent and provide learners with the complaints and appeal process and grievance. This is included within the learner handbook and on our website for ease of access.

A formal complaint must be handled by the Training Manager and escalated to the CEO if required. Any appeals to outcomes of competencies and/or accusations of cheating/plagiarism are to be handled in the first instance by the Training Manager and in the second by BGT Jobs + Training CEO.

In all circumstances both BGT Jobs+Training Employees as well as the individual that submitted the formal grievance or appeal must make themselves available for discussion, questioning and/or meetings in order to resolve matters.

If, after the RTO's internal complaints and appeals processes have been completed, the individual still feels that the BGT Jobs+Training (RTO department) is breaching or has breached its legal requirements, a complaint may be lodged to the Victorian Registration and Qualifications Agency (VRQA) by completing the online complaint form which can be found at:
<http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.asp>

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Procedure

If and when a formal complaint is lodged the following procedure must be followed.

All formal complaints should be committed in writing to the BGT Jobs+Training, Training Manager no more than 5 working days after the incident date.

Once a formal complaint has been received it is to be entered in the Complaints and Appeals Register.

The RTO Training Manager will acknowledge receipt of the complaint within 5 working days.

The RTO Training Manager will provide details to all parties identified in the complaint and any persons directly affected by the complaint

During any communication in regards to issues and complaints raised the complainant, the complainant is advised they may be assisted or accompanied by a support person. Complainants further have the right to, at their own costs, access advice and support from independent external agencies/persons at any point of the complaint and appeals process.

The complainant will be given the opportunity to present their side of the complaint to the persons hearing the complaint (the RTO Training Manager or is required the CEO of the organisation.)

The RTO Training Manager may delegate responsibility for the resolution of the complaint/appeal as required and will initiate a transparent, participative process to deal with the issues at hand.

Where possible all complaints are to be resolved within 10 working days from acknowledging the initial notification and any and all final decisions must be endorsed by the CEO.

All parties involved will be advised in writing of the outcome of the complaint. Within this notification the complainant will also be notified that they have the right to appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal and follow the Appealing a Decision process.

Copies of all documentation, outcomes, further actions required will be placed within the complainants file and documented in the Complaints and Appeals Register.

Appealing a decision:

All complainants have the right to appeal a decision made by BGT Jobs + Training where reasonable grounds can be established. The areas in which a complainant may appeal a decision may include:

- Assessment, unit, skill set or qualification outcomes
- Deferral, suspension or cancellation decisions made to a student’s enrolment
- Founded accusations of cheating or plagiarism

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To activate the appeals process the appeal must be committed in writing to the RTO Training Manager detailing the grounds the appeal is based upon. The reason/s the complainant feels the decision is unfair must be clearly explained.

The RTO Training Manager will then determine the validity of the appeal and organise a meeting with all parties involved in an attempt to seek resolution.

The process for all formally lodged appeals will begin within 10 working days of lodgement

Upon reaching a decision, the learner shall be notified in writing of the outcome including the reasons for the decision. At this time the Complaints and Appeals Register will be updated.

If the learner still expresses dissatisfaction with BGT Jobs + Training’s decision and wish to undertake an external appeal the learner shall be without delay, referred to and provided information relating to the appropriate government agencies ie Higher Education Skills Group, National Training Hotline.

All records and correspondence in relation to an external appeal shall be kept with the initial complaint within the Complaints and Appeals Register.

Associated Documentation

Online VRQA complaint form: <http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.asp>
Learner Handbook

Document history

Revision date	Department	Description of change
09/12/2022	RTO	Reformatted the document, updated student to learner and also review and updated the poicy to ensure that it is in line with

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