



COMPLAINTS AND APPEALS POLICY (POS-002)

RTO 91541

RELEVANT STANDARD(S):

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

Standards 6 | Chapter 3— Support and Progression

Standard 6

Clauses 6.1 -6.6 - Complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently, and effectively

POLICY

This policy establishes the framework and general principles for the fair management and handling of complaints and appeals received by RDP TRAINING PTY LTD (RDPT). It is based on providing a publicly available, easily accessed platform where issues or inadequacies can be resolved with complainants.

PURPOSE

The policy is designed to ensure:

1. Processes for complaints and appeals are known and easily accessed when required
2. Complaints and appeals are managed fairly, efficiently, and effectively.

SCOPE

This policy has universal application within the context of our RTO operations with relevance to all enrolled and prospective students across all training products and programs offered by RDPT. We acknowledge the right to lodge a complaint or appeal when dissatisfied with a services or experiences provided by us or a third-party acting on our behalf.

POLICY PRINCIPLES

- RDPT will always handle Complaints and Appeals in a professional manner.
- RDPT will establish clear procedures outlining the process to follow when lodging a complaint/appeal and the behavioural expectation of RDPT's response.
- Th procedures supporting this Policy provide a clear process to register a complaint/appeal. They mandate that all parties involved are kept informed of actions and outcomes as they occur.
- COMPLAINTS & APPEALS PROCEDURE (PRS-001) and COMPLAINTS FORM (FOS-001) are publicly available and accessible, as needed.
- Each complaint/appeal and its outcome is recorded objectively and in writing. COMPLAINTS & APPEALS REGISTER (PRS-0021)

POLICY PROCEDURES

All feedback is welcome and sought about each delivery and assessment service we provide STUDENT FEEDBACK (FOT-010). Feedback provides an opportunity for us to do better.

However, to make a formal complaint, follow our COMPLAINTS PROCEDURE (PRS-001) below which is also summarised in our STUDENT HANDBOOK (PRE-001). This procedure is available to all stakeholders and sets out the protocols we follow to ensure complaints are handled objectively, confidentially, and in a procedurally fair manner. Students (and others) can appeal any decision made under this policy through this process.

This Policy should be read in conjunction with the following referenced documents:

Policies (PO)	SUPPORT AND PROGRESSION POLICY (POS-001)
Procedures (PR)	STUDENT HANDBOOK (PRE-001) COMPLAINTS & APPEALS PROCEDURE (PRS-001) COMPLAINTS & APPEALS REGISTER (PRS-0021)
Forms (FO)	COMPLAINTS FORM (FOS-001) APPEALS FORM (FOS-002) STUDENT FEEDBACK (FOT-010)

VERSION CONTROL SUMMARY			
Date	Summary of Version amendments	Version	Approved for implementation by
23/05/2022	Initial release	v 1.0	
25/01/2023	Amended to reflect ASQA Re-registration status	v 2.0	

COMPLAINTS AND APPEALS PROCEDURES (PRS-001)

Prepared by: Rhonda Picton – CEO

Date: May 2022

Review Date: June 2023



RTO pending

RDP TRAINING

These procedures are communicated to all staff, contractors, third party partners, students, and prospective students.

RELEVANT STANDARD(S) | Chapter 3 – Support and progression ▪ Clause 6.1-6.5

PURPOSE

To establish a framework for the internal management of Grievances, Complaints and Appeals and provide a clear process for making a complaint.

DEFINITIONS

Grievance: a grievance is a concern about discrimination, a situation, a person or people or a process which brought to the attention of RDPT or its Staff in an informal way, i.e. it is spoken about, not written about

Complaint: a formal complaint takes place when a grievance cannot be resolved informally through discussion between the parties and a written Complaint Form has been completed.

Complainant: the current or potential person lodging the complaint.

Appeal: Neither a grievance nor a complaint but a dissatisfaction in relation to a process or outcome. If a person is dissatisfied with a decision made by RDPT, including decisions relating to complaint outcomes as well as notifications of unsatisfactory student progression, unsatisfactory attendance, misbehaviour and/or a pending cancellation of enrolment. This procedure does not apply to dissatisfaction with an assessment outcome, Refer to ASSESSMENT APPEAL POLICY.

SCOPE

These procedures manage and respond to allegations involving the conduct of:

- a) RDPT, its trainers, assessors, or other staff,
- b) a third-party providing services on RDPT's behalf, its trainers, assessors, or other staff, or
- c) a student or prospective student of the RTO

RTO PROCEDURES

OBJECTIVE	ACTIONS	REFERENCED DOCUMENTS
Develop and implement a consistent process for handling complaints and appeals	<ol style="list-style-type: none">1. Complainants are responsible for bringing grievances to the attention of their Trainer/Assessors or other RDPT Staff members to resolve the issue.2. Outline concerns on the Feedback Form (Learner Engagement) or to make a formal complaint, use Complaints Form.3. Trainer/Assessors to advise CEO verbally of the grievance and captures the grievance on their Session Plan.4. If the grievance remains unresolved it is the complainants' responsibility to complete a written Complaints Form.5. Complaints Forms can be emailed to the Complainant for completion, on request.	FEEDBACK FORM (FOT-010) COMPLAINTS FORM (FOS-001) SESSION PLAN (FOT-002)

	<ol style="list-style-type: none"> 6. Should the complainant require assistance to complete the form/s at any stage of the complaints process, RDPT will make a support person available to assist (without prejudice). 7. All relevant circumstances and information surrounding the complaint are investigated by the CEO to the level warranted by the severity of the complaint. 8. Complaints and requests for an appeal are acknowledged in writing to the complainant and finalised as soon as practicable (within 30 days). 9. CEO to personally and privately interview the parties involved and mediate a settlement, if possible. 10. Record the outcome in the Complaints Register and create a recommendation for improvement, if applicable. 11. Trainers/Assessors/Contractors should work to resolve grievances as they arise. If a grievance is not resolved by discussion Complainant to submit a formal complaint. 12. Trainers/Assessors/Contractors assist with lodging a complaint, if required and make themselves available for interview, if requested. 13. CEO is responsible for investigating all Complaints/Appeals and authorising final resolution. 14. Request for Appeal by an appropriate party independent of RDPT can be made by the complainant if the processes fail to resolve the complaint. Request must be lodged within twenty (20) working days from the date CEO notifies the final resolution in writing. 15. Securely maintain and observe privacy of records of all complainants, complaints, appeals and their outcomes. 	COMPLAINTS AND APPEALS REGISTER (PRS-004)
Ensure students and staff know about, and follow, the system	<ol style="list-style-type: none"> 1. Students and stakeholders are advised of our Complaints and Appeals processes from publicly available information sources including: <ol style="list-style-type: none"> a) RDPT website www.rdptraining.com.au b) Student Handbook c) Verbally by Trainer/Assessor (acknowledged on Assessment Tool Cover Sheet) 2. Where more than 60 calendar days are required to process and finalise the complaint or appeal RDPT will: <ol style="list-style-type: none"> a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and b) regularly update the complainant or appellant on the progress of the matter, in writing. 	STUDENT HANDBOOK (PRE-001)
Take corrective action to deal with the identified causes of complaint/appeal	<ol style="list-style-type: none"> 1. Potential causes of complaints and appeals are identified and appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence is made a priority. 2. Review procedures at source of the complaint and amend as required. 3. Make a Log entry in the Continuous Improvement Register. 	CONTINUOUS IMPROVEMENT REGISTER (PRG-001)
Continuously monitor and improve the system	<ol style="list-style-type: none"> 1. Complaints and Appeals Register reviewed by CEO as part of Annual Compliance Declaration to determine mitigation has been completed and no repeat complaints have subsequently been received. 	ANNUAL COMPLIANCE DECLARATION (FOG-005)

CHANGE HISTORY

DATE	DETAILS	Approved by:
31/05/2022	Initial release	R Picton - CEO