



Student Complaints and Appeals

Organisational Area

ORGANISATION
RTO

Authorisation

This Policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 2nd March 2022.

Review date

This policy will be reviewed every three years or sooner if required.

Scope

This policy is for all Students who are enrolled at POCH&LCI.

This policy also applies to Manager, Staff, Trainers and Assessors, and Board of Management at Park Orchards Community House & Learning Centre Inc. (POCH&LCI)

Objective

The objective of this Policy is to ensure that POCH&LCI has a fair and transparent means for students to make complaints and appeal about any product or service offered by POCH&LCI and also about any Staff, Trainer, Assessor or student. This policy also ensures POCH&LCI deals with complaints and appeals in a constructive, timely and sensitive manner.

POCH&LCI aims to ensure that students are satisfied with POCH&LCI programs and that all programs meet the standards set by the organisation as well as the obligations POCH&LCI has under the Australian Quality Training Framework, and State and Federal legislation.

Policy

POCH&LCI will attempt to resolve all verbal and/or written client complaints initially through discussion and conciliation.

POCH&LCI will ensure that:

- An ethical and professional approach to handling complaints and appeals is adopted.
- Disputes are handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- An environment in which complaints and appeals are responded to promptly, with minimum distress and maximum protection to all parties.
- Complaints and appeals will be viewed as providing an opportunity to review and improve its policies and practices, and also to gain insight into levels of client satisfaction. Complaints and appeals will be viewed as opportunities for improvement.



- Complaints/appeals are dealt with ethically and responsibly, and a visible, accessible and fair complaints or appeals handling process with a view to achieving mutually acceptable and fair outcomes.
- All students and POCH&LCI staff members are provided with information about the complaints process.
- The complaints process is accessible to all students and prospective students and encourages timely resolution based on principles of social justice (access, equity, participation and rights).
- Information is available on our website, in a non-threatening way, for students to be aware of and able to make a complaint or appeal.
- The complaints process does not disadvantage complainants.
- Anonymous concerns cannot transpire into formal complaints. As such, the person/s complaining must be identified and a written complaint must be submitted to the Manager for formal proceedings to commence under the complaints and appeals procedure.
- The complainant may be assisted and accompanied by a third party if desired, to provide support, information or advocacy.
- Complainants will be kept informed of the progress of their complaint and the final resolution.
- Complainants will be advised of avenues for further review of their complaint if not satisfied with the resolution.
- Mutually acceptable resolution being reached through negotiation, conciliation and/or mediation.
- All documentation related to the complaints process is kept on file by the Manager.
- POCH&LCI will ensure that when dealing with appeals:
 - Students are informed of their right to appeal a decision of competent / not yet competent.
 - All Students and Trainers / Assessors are informed of the appeals process.
 - The appeals process does not disadvantage the appellant.

Definitions

A complaint is deemed to be dissatisfaction with the procedures, outcome or quality of service provided by employees of POCH&LCI in relation to the following processes:

- Enrolment
- The quality of the training delivery
- The quality of the training delivery by a third party
- Issuing of results, certificates and /or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Other issues such as discrimination, sexual harassment, participant amenities, etc.

A complaint or appeal is deemed to be formal when it is made in writing to the Manager.

An appeal is a process open to a student if the student is dissatisfied with an adverse assessment decision or unit outcome. Students should have reasonable grounds for appeal and discussed their concerns with their Trainer /Assessor prior to raising a formal appeal.



Related Documents

Complaints and Appeals Procedure
Complaints Form
Appeals Form
Student Handbook
Trainer Handbook
Assessor Handbook
Continuous Improvement Register
Student Welfare Policy
Recognition of Australian Quality Framework Qualifications Application Form & Policy

Assessment Policy
Language, Literacy & Numeracy Policy
Student Enrolment Policy & Procedure
Recognition of Prior Learning Policy
Prospective Student Information
Student Feedback Policy & Procedure
Privacy Policy

Document Locations

POCH&LCI Website
Policies and Procedures Manual

Related Legislation

Standard for Registered Training Organisations (RTOs) 2015

Area of Compliance

ASQA Standards 6 Clause 6.1, 6.3, 6.3,6.4, 6.5



| Date reviewed | Version | Details of changes (if any) | Date of next review |
|---------------|---------|--|---------------------|
| 2010 | 1 | Initial version | |
| May 2015 | 2 | Updated format Updated Park Orchards Learning Centre to Park Orchards Community House & Learning Centre Inc. and POLCI to POCH&LCI Updated Scope CHC30708 to CHC30113, CHC30808 to CHC30213, TAA40104 to TAE 40110 | May 2018 |
| August 2015 | 3 | Review New template Procedure moved to separate document | August 2018 |
| February 2016 | 4 | Add "Third Party" to definitions | August 2016 |
| 28/06/2017 | 5 | Updated VRQA guidelines 2016 | 28/06/2020 |
| 06/07/2020 | 6 | Review | 06/07/2023 |
| 2/03/2022 | 7 | Update to ASQA | 2/03/2025 |

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