



## Student Complaints and Appeals

### Organisational Area

ORGANISATION  
RTO

### Authorisation

This procedure was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 6<sup>th</sup> July 2020.

### Review date

This procedure will be reviewed annually or sooner if required.

### Scope

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

This procedure 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 procedure 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 procedure also ensures POCH&LCI deals with complaints and appeals in a constructive, timely and sensitive manner.

### Procedure

This procedure describes the procedure by which trainers and participants may have complaints/appeals or concerns related to training programs at POCH&LCI addressed effectively, professionally and confidentially.

In summary:

- A complaint can be made about any product or service provided by POCH&LCI and also about any Staff, Trainer, Assessor, student or any other participant at the centre.
  - An appeal is against a decision such as assessment result or complaint outcome.
  - Complaints and appeals are handled through the same procedure.
  - The Complaints and Appeals process can be used by staff, Trainers, Assessors or students.
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- The complainant is encouraged to informally discuss the complaint with the relevant Trainer, Assessor or the VET Coordinator before the following formal process is undertaken.
  - If satisfactory resolution cannot be achieved, the complaint should be referred to the Manager in writing using the Complaints Form.
  - No complaint or appeal will be pre-judged.



- The Manager is responsible for investigating the complaint and contacting the complainant within five working days to try and negotiate a mutually satisfactory resolution.
- If the complaint is about a specific individual the Manager's response will include:
  - Informing the person about whom the complaint is made and seeking their views and perspective.
  - Giving consideration to the use of a mediator.
- If the complainant is not satisfied with the response of the Manager, the complaint will be referred to the Board of Management.
- Each complaint or appeal and its outcome will be recorded in writing, discussed at the RTO Meeting (if required) and filed on individual students file.
- Each complainant/appellant will have an opportunity to formally present his or her case and be represented by a third party.
- Each complainant/appellant can only make one appeal.
- Should the complainant be dissatisfied with the outcome of this process, external mediation and resolution is available. A request for external mediation or dispute resolution must be made in writing.
- The following people/organisations are available as external mediators:
  - Community Houses Association of the Outer Eastern Suburbs (CHAOS) networker.
  - Dispute Settlement Centre of Victoria (DSCV) <http://www.disputes.vic.gov.au/>  
Box Hill: Tel: 8803 8533 Fax: 8803 8488
  - Institute of Arbitrators and Mediators Australia (IAMA) <http://www.iama.org.au/resources.htm>
  - VIC Chapter Administrator 03 8648 6578 [vic.chapter@iama.org.au](mailto:vic.chapter@iama.org.au)
- The Manager and/or Board of Management will consider the recommendation of the external mediator prior to confirming or amending the original decision and communicate the decision with supporting reasons in writing to the parties involved in the process within two weeks.
- Following this process, if the complainant is not satisfied they may take the matter to the Victorian Civil and Administrative Appeals Tribunal (VCAT) <http://www.vcat.vic.gov.au/>  
GPO Box 5408 Melbourne Vic 3001
- If after arbitration the student is still not satisfied they can also contact the VRQA, or use the VRQA website.
- The cost of any external mediation will be borne by the individual.
- POCH&LCI manager will retain complaints and their resolution.
- All complaints and appeals will be noted in the CI Register and any actions recorded and the entry closed in the CI Register at the resolution of the complaint and appeal.

### Related Documents

Student Complaints and Appeals Policy  
Student Handbook  
Trainer Handbook  
Student Welfare Policy  
Assessor Handbook

Appeals Form  
Complaints Form  
Complaints and Appeals Procedure  
Continuous Improvement Policy and Procedure  
Continuous Improvement Register



Date reviewed	Version	Details of changes (if any)	Date of next review
August 2015	1.0	Original document Procedure taken from Student Complaints and Appeals policy to create new procedure only document	August 2016
28/06/2017	2.0	General Review	28/06/2018

Date reviewed	Version	Details of changes (if any)	Updated by	Approved by	Date of next review
06/07/2020	5	Review	L Denman	C Harris	06/07/2023

**Master document is the Electronic File.**

**This document is uncontrolled when printed.**