



# 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 the 3<sup>rd</sup> of November 2023.

## 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 and persons seeking to enrol (prospective students).

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 provides a fair and transparent means for students to file complaints and appeals regarding any product or service offered by POCH&LCI, as well as any concerns related to staff, trainers, assessors, or students. This procedure also ensures that POCH&LCI addresses complaints and appeals in a constructive, timely, and sensitive manner.

## Procedure

This procedure outlines the process by which trainers and participants may effectively, professionally, and confidentially address complaints, appeals, or concerns related to training programs at POCH&LCI.

In summary:

- A complaint can be filed regarding any product or service provided by POCH&LCI, as well as concerning any staff member, trainer, assessor, student, or any other participant at the Centre.
- An appeal can be made against a decision, such as an assessment result or the outcome of a complaint.

The complainant is encouraged to have an informal discussion about the complaint with the relevant trainer, assessor, VET Coordinator (if it pertains to accredited training), or Manager before initiating the formal process.

If a satisfactory resolution cannot be reached, the complaint should be submitted to the Manager in writing using the Complaints Form.

No complaint or appeal will be prejudged.

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The Manager is responsible for investigating the complaint and should contact the complainant within five working days to attempt to 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.
- Considering the use of a mediator.

If the complainant is not satisfied with the Manager's response, the complaint will be referred to the Board of Management.

Each complaint or appeal, including its resolution, will be formally documented in writing. If the issue is related to the RTO, it will also be addressed during the RTO Meeting while preserving individuals' privacy, and all records will be archived in the respective students' individual files.

Each complainant/appellant can only make one appeal.

Should the complainant be dissatisfied with the outcome of this process, external mediation and resolution are available. A request for external mediation or dispute resolution must be submitted 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) [Website: <http://www.disputes.vic.gov.au/>]  
Box Hill: Tel: 8803 8533, Fax: 8803 8488
- Institute of Arbitrators and Mediators Australia (IAMA) [Website: <http://www.iama.org.au/resources.htm>]
- VIC Chapter Administrator: 03 8648 6578, Email: [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 before confirming or amending the original decision and will 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) [Website: <http://www.vcat.vic.gov.au/>]

GPO Box 5408, Melbourne, Vic 3001

If, following arbitration, the student remains dissatisfied, and the complaint is related to accredited training, they may also contact ASQA through asqaconnect [Website: <https://asqaconnect.asqa.gov.au/>]."

The cost of any external mediation will be the responsibility of the individual.

POCH&LCI's manager will retain records of complaints and their resolutions.

All complaints and appeals associated with the RTO will be logged in the RTO Continuous Improvement Register. Any necessary actions will be documented, and the entry in the RTO Continuous Improvement Register will be closed once the complaint and appeal have been resolved.

## Related Documents

Appeals Form  
 Assessor Handbook  
 Assessment Policy  
 Complaints Form  
 Continuous Improvement Policy and Procedure  
 Continuous Improvement Register  
 Continuous Improvement Register  
 Privacy Policy  
 Prospective Student Information  
 Student Complaints and Appeals Policy  
 Student Enrolment Policy & Procedure  
 Student Feedback Policy & Procedure  
 Student Handbooks  
 Trainer Handbook  
 Student Welfare Policy

Date reviewed	Version	Details of changes (if any)	Date of next review
01/08/2015	1	Original document Procedure taken from Student Complaints and Appeals policy to create new procedure only document	August 2016
28/06/2017	2	General Review	28/06/2018
06/07/2020	3	Review	06/07/2021
2/03/2022	4	Review – update to ASQA	2/03/2023

Date reviewed	Version	Details of changes (if any)	Updated by	Approved by	Date of next review
25/10/2023	5	Review- new year	C Harris	L Denman	25/10/2024
3/11/2023	6	Added “persons seeking to enrol (prospective students).” to scope. Clarified steps relevant only to RTO. Added student privacy Reworded to refine grammar and improve understanding	L Denman		3/11/2024

**Master document is the Electronic File.**

**This document is uncontrolled when printed.**