

PROCEDURE

Procedure Title

RTO - Complaints and Appeals Procedure

Parent Policy

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Preamble

This procedure supports the Monash College Complaints and Appeals Policy that:

- natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- ensures the process for handling complaints and appeals is publicly available;
- ensures that complaints and appeals are acknowledged in writing and finalised as soon as practicable; and
- provides for an independent party outside of Monash College to review the outcome of the complaint or appeal if Monash Colleges process fails to resolve the complaint or appeal.

The purpose of this procedure is to outline the steps for handling complaints and appeals received from clients, staff and stakeholders. A copy of this procedure is available on request from the trainer/assessor or administration office. The procedure is also publicly available on the Monash College website.

The RTO is committed to timely, fair, efficient and effective resolution of complaints and appeals.

This document describes, in one process, the steps to be taken to handle Complaints and Appeals.

Independent External Third Party Review and Associated Costs

This is a review that is undertaken by an independent external third party on behalf of the appellant if they are dissatisfied with the outcome of Monash College's appeal process.

Such services can be provided by the Australian Mediation Association, <http://www.ama.asn.au>.

The RTO will agree to pay the cost of one mediation session of up to two hours and advises that should the matter require further mediation, it will be at the cost of the appellant.

Definitions

Academic Appeals

The process by which a student may challenge an academic decision they received.

Grounds for Lodging an Academic Appeal

- The assessment process did not provide students with a fair, flexible and reasonable opportunity to demonstrate their competency.
- They were not informed in advance of the conditions and method of assessment.
- The process used was discriminatory in some way.
- They were ill or suffered misadventure at the time of assessment (must be supported by a medical certificate).

Appeal against a Decision made by an RTO other than an academic decision

- A student may challenge any decision made by Monash College that they believe impacts on their ability to demonstrate their positive intent, e.g. refusal for admission on specific grounds.

Appeal Period

- The maximum amount of time allowed from when Monash College made a decision, academic or otherwise, to when a student can appeal the decision, i.e. within 10 business days of receiving the decision.

Complaint

- An expression of discontent about Monash College, its staff, other learners or third parties providing services on behalf of Monash College.

Procedure

Ref	Steps	Responsibility
1.	<p>Receipt of a Complaint or an Appeal</p> <p>Verbal receipt:</p> <ul style="list-style-type: none"> • Advise complainant/appellant to try to resolve the matter with the person concerned. <p>If above step is unsuccessful or is determined to be inappropriate then:</p> <ul style="list-style-type: none"> • Provide the complainant/appellant with access again to the Complaints and Appeals Procedure 	Any staff member or Third Party acting on behalf of Monash College

	and the Complaints and Appeals form and offer them assistance to complete the form.	
Ref	Steps	Responsibility
	<ul style="list-style-type: none"> • Ensure the complainant/appellant is aware that they will receive an acknowledgement of the complaint or appeal in writing with information that will outline the process to be used to attempt to: provide a resolution within 60 calendar days; provide reasons if the complaint or appeal will take longer to resolve; and regularly update them on the matter. • Forward the Complaints and Appeals form to the Administration Manager for completion of a Continuous Improvement Action Request (CIAR) that is then forwarded with the Complaints and Appeals form to Monash College Manager. 	
2.	Investigate the Complaint or Appeal <ul style="list-style-type: none"> • Investigate the complaint and appeal with both the complainant/appellant and the staff member or other party concerned in the appeal. • Appoint an independent person if Monash College Manager is directly involved in the complaint or appeal situation. • Inform the complainant/appellant in writing of the reasons if the complaint or appeal will take longer than 60 calendar days to resolve. • Record the outcomes of the discussion on the Complaints and Appeals form. 	RTO Manager or independent internal person if relevant
3.	Determine the Complaint or Appeal Outcome <ul style="list-style-type: none"> • Determine the outcome of the complaint and appeal and inform in writing all relevant parties of the outcome within 60 calendar days of the complaint or appeal being received. • Ensure all parties are made aware that the complainant/appellant can request an 	RTO Manager or independent internal person if relevant

	independent third party review of the outcome.	
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Ref	Steps	Responsibility
4.	Continuous Improvement <ul style="list-style-type: none"> Record outcomes of the complaint or appeal on the relevant section of the CIAR. Forward the CIAR and completed Complaints and Appeals form to the person responsible for actioning the opportunities for continuous improvement	RTO Manager or independent internal person if relevant

Records

All records related to this procedure are maintained as detailed in the Records Management Procedure.

- RTO - Complaint and Appeal Form
- RTO - Continuous Improvement Action Request (CIAR)
- RTO - Written acknowledgement to Appellant.
- RTO - Written reasons to Appellant for extending the time for the investigation of the appeal.

Legislation and Standards	Standard 6 of the Standards for Registered Training Organisations (RTOs) 2015, available at: https://www.legislation.gov.au/Details/F2019C00503
Reference Policies and Supporting Documentation	Complaints and Appeals Policy Complaints and Appeals Recording Form
Responsibility for Implementation	Director, Governance
Status	Revised
Key Stakeholders	RTO Manager Director, Governance
Approval Body	Monash College CEO

Date Effective	1/01/2017
Next Review Date	1/04/2023
Owner Job Title Division	Director, Governance Governance
Procedure Author	RTO Consultant

Change History

Version number	Approval date	Approved by	Brief outline of changes
1.0	01/01/2017	Monash College CEO	New procedure
1.1	01/04/2020	Director, Governance	Editorial changes made as part of Policy Review