

## Policy Title

RTO - Complaints and Appeals Policy

## Purpose

The purpose of this policy is to provide an independent, easily and immediately accessible and inexpensive complaints and appeals process for students of Monash College.

## Scope

This policy applies to:

- current students of Monash College; persons who have studied or completed studies at Monash College within the last six months (“past students”); and
- persons seeking to enrol at Monash College (“prospective students”).

## Policy Statement

Monash College will ensure that student complaints and appeals are resolved in an objective, equitable and timely manner.

Monash College is committed to the effective and efficient resolution of student complaints and appeals.

In the first instance, students are encouraged to raise their complaint directly with the person concerned. If the matter is not resolved by informal discussion the student may pursue the matter through the formal appeals steps outlined in the Complaints and Appeals Policy.

The principles of this policy are:

1. All students will be advised during orientation of the complaint and appeals policies and procedures and student support services.
2. All student complaints and appeals will be handled in a serious, sensitive, and timely manner and discussed only with those persons relevant to the case.
3. Student complaints and appeals processes will be kept as informal as possible, based on principles of mediation and negotiation.
4. Students can lodge a complaint or appeal with Monash College at no cost.
5. Students who lodge a complaint or appeal in accordance with this policy or appeal in accordance with this policy will not be subject to negative treatment or penalised because of the complaint or appeal.

6. Staff involved in resolving student complaints or appeals will act fairly at all times and ensure that decisions will be based on a thorough and unbiased consideration of the facts and the views expressed by all parties.
7. No action will be taken or suggested to a student without consultation with the relevant staff member.
8. Outcomes or decisions made to resolve or respond to a complaint or appeal must be achievable within Monash College's lawful powers and policies, and relevant legislative requirements.
9. This policy will be communicated to staff through the Monash College website.
10. Students' enrolment status will not be affected by the lodging of a complaint or appeal.

### Records Management

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>

<b>Reference Policies and Supporting Documentation</b>	RTO - Complaints and Appeals Procedure RTO - Complaints and Appeals Recording Form
<b>Responsibility for Implementation</b>	Director, Governance
<b>Status</b>	Revised
<b>Key Stakeholders</b>	RTO Manager Director, Governance
<b>Approval Body</b>	Monash College CEO
<b>Date Effective</b>	1/01/2017
<b>Next Review Date</b>	1/04/2023
<b>Policy Owner Job Title Division</b>	Director, Governance Governance
<b>Policy Author</b>	RTO Consultant
<b>Contact</b>	Director, Governance
<b>Policy Level</b>	Level 3

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

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

### Appeal Period

- The maximum amount of time allowed from when the RTO makes 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 the RTO, its staff, other learners or third parties providing services on behalf of the RTO.

## Implementation plan

### Step #1

Email CEO for comment and approval

## Change history

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