



Complaints and Appeals Process

Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with Royal Gateway can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints Policy is there to manage and respond to allegations involving the conduct of Royal Gateway, its trainers, assessors or other staff, a third-party providing services on the RTO's behalf, its trainers, assessors or other staff or student of the RTO). A fair and impartial complaints and grievance process is available to all students and each complainant or appellant has an opportunity to formally present their case at no cost to them.

Definitions

- Complaints and Appeals include, but are not restricted to, matters of concern to a student relating to training delivery and assessment including the quality of the training, student support, learning materials, discrimination; and sexual harassment.
- Complainant - student or potential student lodging the grievance or complaint
- Complaint - a formal complaint takes place if a grievance cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing.
- Appeal - if a student is dissatisfied with a decision made by the QCM, he/she has twenty (20) working days from the date stated within the written notification in which to lodge an appeal to have the case reviewed. This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory academic progress, unsatisfactory attendance, misbehaviour, refusals of transfer applications, and/or pending cancellation of enrolment.
- Natural Justice is concerned with ensuring procedural fairness:
 - Decisions and processes should be free from bias;
 - All parties have the right to be heard;
 - The respondent has a right to know of what s/he is accused;
 - All parties are told the decision and the reasons for the decision.

Policy

Royal Gateway acknowledges that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. This Complaints and Appeals Policy and Procedure will be provided to all staff and students as part of staff induction and student orientation programs and will be made publicly available on QCM website www.qcm.edu.au and Student Handbook. The student has the right to present the complaint or appeal formally as well as in writing.

Royal Gateway will manage all complaints and appeals fairly, equitably and efficiently as possible.



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Royal Gateway will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Royal Gateway will acknowledge the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Royal Gateway seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Where complaints or appeals have been received, Royal Gateway will keep evidence of how the matter was dealt with and the outcome (including the timeframes). Royal Gateway will use this information received via any complaint to review the RTO's processes and practices to ensure the issue doesn't happen again.

Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. The Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing using the Complaints and Appeals Form.
 - a. A description of the complaint or appeal;
 - b. State whether they wish to formally present their case;
 - c. Steps taken thus far to deal with issue / complaint;
 - d. What outcomes they would like to fix the problem & prevent it from happening again.
4. The student should bring the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
5. If the complaint or appeal is not dealt with to the student's satisfaction within seven (7) day period, they may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the CEO, or their delegate, receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.
6. Should the issue still not be resolved to the student's satisfaction, the RTO will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.



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7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period.
8. If the student is still not happy with external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA):
 - a. Complaints Team
Tel: 1300 701 801
 - b. Email: TO.complaints@asqa.gov.au
9. All documentation relating to complaints or appeals should be archived for audit purposes.

The CEO of Royal Gateway will be person responsible for the implementation and maintenance of the policy.