

## 1. Policy Statement

A **complaint** can be made to the school RTO regarding the conduct of the school RTO, its trainers, assessors or other school RTO staff, students of the RTO, any third parties providing services on behalf of the school RTO.

An **appeal** can be made to the school RTO to request a review of a decision, including assessment decisions.

Appeals should be made to the trainer/assessor in the first instance, but can also be made to Heads of Department (HOD HPE and Marine, Mr Puddey; HOD IDT & Business, Mr McDonald; HOD FTD, Mrs Silcox) or the RTO Manager (HOD VET, Mrs Silcox).

The Windaroo Valley State High School will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

1.1 Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.

1.2 All complaints and appeals are heard and resolved within 60 calendar days of receipt.

If the school RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.

1.3 The school RTO will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken and decisions made.

1.4 The school RTO will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

Our **full policy document** is available on the school website or student access at G: Curriculum\Common\VET\Information for students.

## 2. Procedure

2.1 A formal complaint is made if **an informal complaint has not resolved the issue**. An informal complaint is usually a conversation directly with the trainer/assessor in the first instance, but can also be made to Heads of Department (HOD HPE and Marine, Mr Puddey; HOD IDT & Business, Mr McDonald; HOD FTD, Mrs Silcox) or the RTO Manager (HOD VET, Mrs Silcox).

2.2 **A formal complaint must be in writing**. This form may be completed, or a letter may be written.

2.3 The complainant may engage **a third party** to assist them to progress the complaint.

2.4 Lodge the complaint with Janine Silcox, HOD VET or Kim Leamon, DP Senior Schooling.

2.5 You will be notified that your complaint has been received.

2.6 The complaint will be entered in the Complaints and Appeals Register.

2.7 The WVSHS VET committee will discuss the complaint.

2.8 The complainant/third party will be given the opportunity to present the case.

2.9 A decision will be made and communicated in writing to the complainant within 60 days receipt of the complaint.

2.10 As the issue is addressed, the complainant will be updated on the progress.

2.11 If the procedures of WVSHS RTO fail to resolve the issue/s, the complainant may have the outcome reviewed (on request) by an appropriate party independent of the RTO. Refer to the QCAA website for further information about making complaints (<https://www.qcaa.qld.edu.au/senior/vet/rto-registration-audits/appeals-complaints-enforcement>).

### 3. Complainant details

Full name: \_\_\_\_\_

Role at WVSHS:  student  parent  WVSHS trainer  trainer from other RTO

Home phone \_\_\_\_\_ Postal address \_\_\_\_\_

Contact details: Mobile \_\_\_\_\_

Email \_\_\_\_\_

If yes, complete the details below.

Would you like a **third party** to represent you?  Yes  No

Full name: \_\_\_\_\_

Relationship to complainant: \_\_\_\_\_

Home phone \_\_\_\_\_ Postal address \_\_\_\_\_

Contact details: Mobile \_\_\_\_\_

Email \_\_\_\_\_

### 4. Details of complaint:

Date:    /    /                      Time: \_\_\_\_\_                      Location: \_\_\_\_\_

Details:

(Include specific details of the nature of the complaint; attach a letter if there is insufficient space)

Have you already made an informal complaint/attempt to resolve this issue?  Yes  No  
If yes, please give details of this communication (when it was, who with, etc)

Signature of complainant: \_\_\_\_\_ Date:    /    /2017

Signature of third party: \_\_\_\_\_ Date:    /    /2017  
(if applicable)

RTO use only

Date this complaint was received:    /    /2017

Received by:  RTO Manager, Janine Silcox  DP Senior Schooling  Other \_\_\_\_\_

Signature: \_\_\_\_\_