

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 FTD, Mrs Silcox) or the RTO Manager (HOD Senior Schooling, Mrs Rakovsky).
- 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.
- 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.
- 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.
- The **full policy and procedure document** is available on the school website or student access at G: Curriculum\Common\VET\ Information for students.

2. Procedure

- 2.1 Any RTO officer (trainer or assessor, RTO manager or Deputy Principal) may receive a complaint **verbally, in writing or electronically**. The complainant may use this form to submit complaint. The complainant may **be assisted by a support person or representative** to assist them to progress the complaint.
- 2.2 The RTO identifies two types of complaints:
 - type 1: allegations of inappropriate behaviour and/or child protection. These allegations are processed according to the RTO's complaints policy and procedure
 - type 2: all other complaints.
- 2.3 The complainant will be notified that your complaint has been received.
- 2.4 The complaint will be entered in the Complaints and Appeals Register.
- 2.5 The receiving RTO officer informs the complainant that an appropriate delegated RTO officer will contact them regarding the complaint.
- 2.6 A decision will be made and communicated in writing to the complainant within 60 days receipt of the complaint. 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.
- 2.7 As the issue is addressed, the complainant will be updated on the progress.
- 2.8 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 _____ _____

Would you like a **third party** to represent you? Yes No If yes, complete the details below.

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: / /20__

Received by: RTO Manager DP Senior Schooling Other _____

Signature: _____

