

Title	Complaints and Appeals Procedure	Type	<input checked="" type="checkbox"/> POL	<input checked="" type="checkbox"/> PRO	<input type="checkbox"/> INS
Section	Quality Assurance	Reference Number	Standard 5, 6 and 7		
Endorsement Date	March 2015	Review Date	March 2017		
Version	1.0	Review Personnel	Sarah Watterson		

PURPOSE
<p>The procedure was developed to implement a timely, fair and transparent process for students and prospective students to follow should they want to pursue a complaint or grievance for non-academic matters, and in the case that academic matters are not resolved to the student's satisfaction.</p> <p>Adult Ed is committed to timely resolution of complaints and grievances in a process that is easily accessible to all students, current and prospective.</p>
SCOPE
<p>This policy is applicable to all operations of Adult Ed Community College.</p>
PRINCIPLES
<p>Adult Ed Community College (RTO ID 6558) is a compliant organisation and takes its obligations under various legislation, standards, and contracts seriously. The organisation has quality assurance mechanisms in place to ensure ongoing compliance and continuous improvement across its operations.</p> <p>Adult Ed Community College complies with Commonwealth and State legislation and regulatory requirements on :</p> <ul style="list-style-type: none"> WH & S Duty of care legislation Workplace harassment, victimisation and bullying Anti-discrimination, including equal opportunity, racial vilification or disability discrimination Prohibited Employment Child Care and Protection Disability Service Standards Fair Work Australia Worker Compensation Taxation legislation

Building a better community through quality work skills and lifestyle training

Vocational Education and Training
Provision of international education and training services
Apprenticeships and traineeships

POLICY

ADULT ED. recognises the need for students, staff and other clients to have confidence that the Registered Training Organisation (RTO) will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

ADULT ED. has a duty of care in ensuring students study in a happy environment, free of coercion, unfair treatment or harassment.

Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws.

ADULT ED. is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

Complaint or Appeal

A complaint would generally be directed at the general performance of ADULT ED. or its staff in the delivery of our services.

In the first instance complaints or appeals should be discussed informally with the staff or trainers involved. Where possible disputes are managed and resolved informally. However if the complaint or appeal cannot be managed informally the student can submit a formal complaint or appeal form.

The complaint or appeal will be dealt with promptly. All formal complaints will be dealt with by the Chief Executive Officer (CEO) and contact will be made within 10 working days to arrange a time to discuss your complaint or appeal. You are welcome to bring a friend or advocate to this meeting if that is your choice. Internal complaints and appeal services are free of charge.

You will be provided with a written outcome on your case including the rationale for the decision. If you are satisfied with the resolution agreed actions will be implemented and the complaint or appeal will be closed.

Record Keeping

A written record of all complaints handled under this procedure and their outcomes will be maintained for a period of five years. These records will remain with the students file and cannot be accessed without a written request to the CEO.

Assessment Appeal

If a student does not agree with an assessment outcome they should first discuss the matter with the trainer/assessor concerned and if the complaint cannot be resolved at this point then the student can lodge an Assessment Appeal Form.

The appeal will follow the same process as a complaint and will be investigated by the CEO

Grounds for Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer did not provide a subject outline
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, ADULT ED. will appoint an alternative assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

How to make a complaint or appeal

1. Initial complaint or appeal should be discussed informally with the applicable staff involved.
2. If the complaint or appeal is not resolved informally, the student may choose to lodge a formal complaint or appeal.
3. The complaint or appeal is recorded and the CEO will make contact within 10 working days to arrange a meeting
4. A meeting will take place to negotiate between all parties in an attempt to find a resolution agreeable to all parties. All appealed assessments will be re assessed by an alternative trainer/assessor.
5. Written documentation on the outcome and resolution is provided to all parties and actions are immediately implemented.
6. If a student is not satisfied with the outcome they will be referred to an external body where the matter can be dealt with independently
7. The complaint or appeal will be passed to the Continuous Improvement Committee for discussion.

PUBLISHING AND COMMUNICATION

Published March 2015

Reviewed March 2016

Added to Website

Authorised Officer Position	CEO	Authorised Officer Name	Sarah Watterson
Signature		Date	30 th March 2016