

Complaints and Appeals

Purpose

Carringbush Adult Education Inc is committed to ensuring that our students, stakeholders and staff have access to a fair, constructive, timely and equitable process for dealing with complaints and appeals.

Definition

Complaint	A complaint is any expression of dissatisfaction with an action, product or service of an education and training provider.
Appeal	An appeal is where a client of an RTO, or other interested party may dispute a decision made by the RTO. The decision made by the RTO may be a an assessment decision or may be about any other aspect of the RTO's operation

Principles

Carringbush encourages the submission of complaints and appeals to alert us to the times we have *not got it right*. Carringbush is committed to ensuring students have the best opportunity to engage and achieve their learning goals. Whenever this opportunity is hindered we will seek to remove the barrier to improve participation in learning for our clients.

Carringbush appreciate the process of making a complaint can make a person feel anxious and worried. To help reduce that anxiety Carringbush intends to ensure there is a clear, fair, transparent and timely process to follow that encourages our clients to speak up if something is not right.

Policy

Information about the Complaints and Appeals Procedure will be made available prior enrolment and be readily available for all stakeholders, students and staff. Students will be informed that in the event is not able to resolve the complaint or appeal the student can take their complaint or appeal to Carringbush's registering body the VRQA.

At all times the emphasis shall be on trying to achieve a positive resolution acceptable to all parties involved.

Staff of Carringbush Adult Education Inc shall afford all reasonable assistance to the complainant.

The process for dealing with complaints will be at no cost to the complainant and will not effect their enrolment or participation.

Details of the complaint will be kept strictly confidential and the privacy of the parties involved will be protected.

To provide an accurate record and to ensure transparency each procedural step taken by all parties involved in the Complaints Resolution Procedure must be recorded in writing. Students may elect to bring an advocate to any of the meetings outlined within the Complaints Resolution Procedure. Copies of all documents relating to this matter shall be made available to the student who is making the complaint.

Complaint Procedure

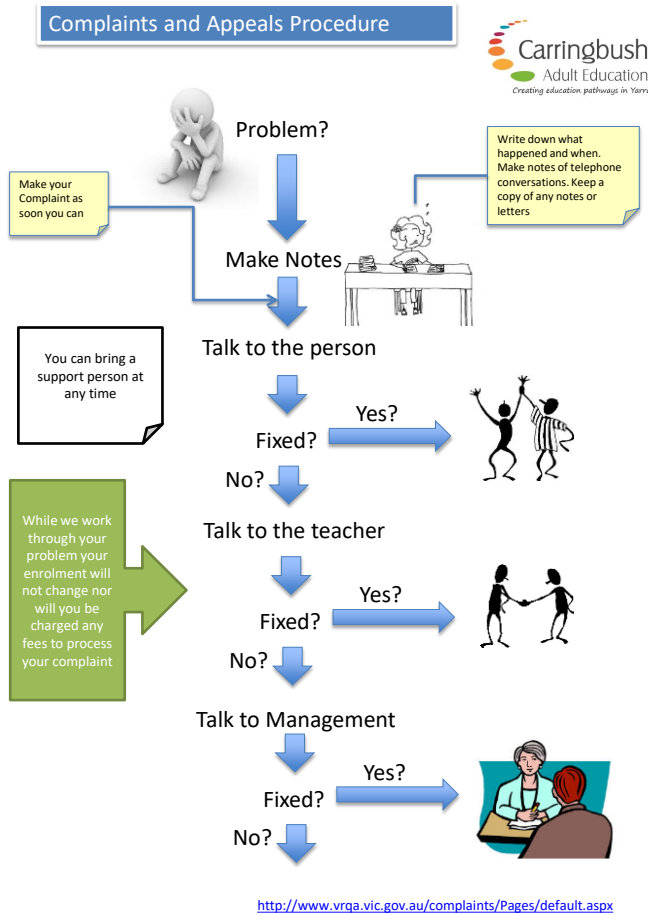
Aims

This Procedure aims to determine if a complaint is justified, to ensure that the complainant is given every chance to voice their complaint and to try and reach a solution acceptable to all parties. This procedure is structured to ensure that the student is not threatened by and can be confident in the procedures. Emphasis shall always be on resolving the issue to the satisfaction of all parties involved. To make sure the process is fair all steps shall be recorded in writing. Students shall be given a copy of all documentation relating to each step of the process.

Carringbush Adult Education Inc try to ensure that all of its classes and services are delivered in a professional manner however, it is also recognized that sometimes things do not go the way they were intended. If you are not happy with some part of our service please follow the following steps.

Resolving Complaints

The following poster is displayed at all Carringbush Locations as well as being on the Website and on the I-pads:



1. The first point of contact for any complaint shall be with a staff member of Carrington Adult Education Inc. For students this will probably be the teacher of the class in which a complainant is a student. Every effort should be made at this point to resolve the cause of complaint. The student will be advised that the National Training Complaints Hotline is accessible on 133873 and is available Mon – Fri 8am to 6.00pm and that complaints can also be emailed to skilling.vic.gov.au If the issue is not resolved:
2. The complainant should be referred to the managers of Carrington Adult Education Inc. Managers will hear the complaint and through negotiation, make a decision. This decision shall be rerecorded in writing. This record shall be held in the Carrington Adult Education Inc Complaints Register. If the matter has not been resolved the complaint shall be recorded as a “Formal Complaint”

Appeal

If the person would like to dispute a decision made (including an assessment decision), the person should first speak with the teacher or the person who made the decision. All appeals must be reported to the Manager or Education Coordinator

Formal Complaint or Appeal

The following procedures shall be followed. A formal complaint can only be forced if the previous steps have been followed and have not resolved the issue

1. The complaint shall be made in writing
2. A panel comprising of;
 - A member of the Coordination staff of Carringbush Adult Education Inc
 - A member of the teaching staff of Carringbush Adult Education Inc
 - An independent representative with expertise deemed applicable to the issueThis group shall be referred to as the Complaints Committee
3. The Complaints Committee shall meet with the complainant. The proceeding shall be fully documented in writing.

The initial cause for complaint shall be recorded in the Carringbush Adult Education Inc Continuous Improvement Register. Any recommendations arising shall be incorporated into all Carringbush Adult Education Inc official documents

In the event that successful resolution cannot be made through negotiation between the complainant and the Complaint Committee the complainant shall be informed in writing that the issue is now regarded by Carringbush Adult Education Inc as 'unreasonable and in dispute'. All staff of Carringbush Adult Education Inc shall be obliged not to enter into discussions with the complainant.

The complainant shall be informed that the matter, including all documentation held, shall be referred to the peak body that has appropriate jurisdiction including the VRQA or Funding Source organisations.

Use the Complaints and Appeals form. Copies are kept in the Teacher's office

Standards Reference

AQTF Standard 2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively

Change History

Version	Approval Date	Approved by		Change
		CEO	Delegate	
2	Nov 2018	Margaret Corrigan		Issued