

# COMPLAINTS AND APPEALS POLICY

## 1 Purpose

The purpose of the Complaints and Appeals Policy is to provide clear and practical guidelines to ensure that complaints and appeals related to the RTO, including those from students, trainers, staff, and third parties, are resolved equitably and efficiently in accordance with the principles of natural justice.

## 2 Scope

This Complaints and Appeals Policy will address allegations concerning the conduct of:

- Communicare RTO, including its trainers, assessors, staff, stakeholders, and others
- Any third-party providing services on behalf of the RTO, including their trainers, assessors, or other staff (as relevant to its operations)
- Any student of Communicare RTO.

## Policy

Communicare RTO believes that a person with a complaint or appeal has the right to raise their concerns or appeal and expect that every effort will be made to resolve the issue in accordance with this policy, without prejudice or fear of reprisal or victimisation.

Any complaint or appeal is required to be recorded, acknowledged, and dealt with fairly, efficiently, and effectively as per Standard 6 of the Standards for Registered Training Organisations (RTOs) 2015.

The person has the right to formally present their complaint or appeal in writing.

Communicare RTO will manage all complaints and appeals fairly, equitably, and as efficiently as possible. Communicare RTO encourages all parties to approach the complaint or appeal with an open mind and to resolve issues through discussion and conciliation.

Communicare RTO aims to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO, and its public image. In the event of a complaint, all staff are expected to be fair, courteous, and helpful in their interactions with the complainant or appellant, and to assist or refer as needed.

If a complaint or appeal cannot be resolved through discussion and conciliation, Communicare RTO acknowledges the necessity of involving an appropriate external and independent mediator. All parties involved will have the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the complaint and appeal process. Communicare RTO is committed to protecting the rights and privacy of all parties involved, ensuring a return to a comfortable and productive learning environment.

A copy of this policy is available to the public and all stakeholders upon request, as well as to all students and staff. This policy is also referenced in the Communicare RTO Student Handbook.

### 3 Responsibilities

Directors and Leads	Ensure all operational staff are aware of this policy and the supporting procedure for obtaining, reviewing, and responding to feedback and complaints.
RTO Manager	Taking prompt action when a complaint or appeal has been received. Communicate responses to written complaints to the relevant Leads and Director.
RTO Staff	Ensure that investigations are made into all complaints Follow this policy, other documents relevant to the context and notify the RTO Manager as outlined.

### 4 Abbreviations, Acronyms and Definitions

Appeal	are requests for a review or reconsideration of decisions made by the RTO. These decisions could involve assessments or access to support services.
Complaint	are allegations made by a learner or client that relate to the conduct of an RTO, its staff, a third-party offering services on its behalf, or other learners in the RTO
Natural Justice	is concerned with ensuring procedural fairness. Involves, Decisions and processes free from known bias, all parties having the right to be heard, all parties having a right to know how and of what, they are involved/accused, investigating a matter appropriately before a decision is made, all parties being told the decision and the reasons for the decision
Person	is the someone making the complaint (complainant or appellant) and can be an individual, a group or an entity/organisation.
RTO	Registered Training Organisation
Third Party	Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

### 5 Related Documents/Legislation

RT-FRM-0001	Complaints and Appeals Form
RT-PRO-0002	Complaints and Appeals Procedure
PB-PRO-0001	Feedback and Complaints Procedure
PB-POL-0002	Feedback and Complaints Policy
2019/D032	Policy and Procedure: Complaint Management
	Complaints against Registered Training Organisations
External - 2024	Standards for Registered Training Organisations (RTOs) 2015