

Complaints and Appeals Policy

Purpose

The Purpose of this policy is to provide clear and practical guidelines to ensure that complaints and appeals related to the RTO, including those from learners, trainers, staff and third-parties, are resolved equitably and efficiently in accordance with the principles of natural justice.

Scope

This policy applies to all learners, staff, and stakeholders of Communicare RTO, including:

- Current and prospective learners
- Trainers, assessors, and administrative staff.
- Third-party providers (if applicable).

This policy covers complaints or appeals related to:

- Assessment decisions (e.g., grading, feedback, competency).
- Training delivery and learning experiences.
- Administrative issues (e.g., enrolment, fees, services).
- Behavioural issues or misconduct.
- Any other matter that affects the rights or well-being of learners, staff, or stakeholders.

This policy outlines the RTOs approach to managing complaints and appeals and ensures all stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

The policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner.

We are committed to ensure all staff and learners are provided with the best possible environment in which to work and study. The following procedure provides learners the opportunity to have any issues relating to a substantiated complaint or appeal received and resolution reached, that attempts to satisfy all parties involved. This complaint and appeals process is at no cost to the learner.

We assure all learners that our RTO will handle any form of dissatisfaction fairly, effectively and efficiently. Any learner who is not satisfied with the outcome of their training may make an appeal.

Definitions

Complaint is defined as any act or omission that a customer or potential customer of our RTO believes to be unfair or discriminatory and relates to any RTO activity. It can include complaints related to training or non-training matters.

Appeal is defined as a request to review a decision that has been previously made.

Procedure

Complaints and Appeals

Communicare RTO is committed to dealing with complaints and appeals in a timely and constructive way. If wishing to make a complaint or an appeal concerning any aspect of a Communicare RTO course, or a course provided by a Third-Party Partner of Communicare RTO, the learner should refer to the following process:

Appeals

Learners have the right to make an appeal against the academic decisions made by Communicare RTO.

Appeals should be made within 10 working days of the original decision having been made.

An appeal must be made in writing to rto@communicare.org.au and specify the particulars of the decision or finding in dispute.

Issues that arise during training and assessment should be resolved at the time they occur between the persons involved, where possible.

Complaints

Learners should initially raise their concern with the appropriate Communicare RTO staff.

If unsuccessful they should lodge a formal complaint in writing and submit to rto@communicare.org.au.

Communicare RTO will seek to resolve all complaints and appeals within 60 days of its receipt, and where a longer period is likely to be required, Communicare RTO will advise in writing the reasons for this.

If a learner is not happy with the complaint or appeal outcome, the learner can make arrangements for a third-party to review the complaint or appeal independently. Any costs associated with this process however will be at the cost of the learner and not the RTO.

If still dissatisfied, the complainant may escalate the matter to the VET Regulator, the Training Accreditation Council (TAC).

Continuous Improvement

All causes of substantiated complaints and appeals are reviewed as part of the RTO's Continuous Improvement processes.

Appropriate corrective action is taken to prevent or reduce the likelihood of recurrence.

Actions are recorded on the Continuous Improvement Register and details and the nature of the appeal or complaint will be kept confidential at all times.

All documentation relating to complaints or appeals is stored securely as per the Records Management Procedure.

Responsible personnel

RTO Manager - The RTO manager is responsible to administer this procedure