

Policy Name	Complaints and Appeals Policy
Date	10 January 2014
Responsible dept.	Learning & Development
Coverage	This policy covers all CAL employees and students

1. Purpose

CAL is committed to providing students with the best possible environment in which to study. To ensure that complaints are dealt with in a responsive, timely manner, that recognises the rights and responsibilities of individuals and recorded in line with appropriate legislation.

2. Definitions

Complaint: A person's expression of dissatisfaction with any service provided CAL.

Appeal: A request to review a decision that has previously been made.

3. Policy Statement

CAL will address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made. All complaints will be treated confidentially.

If a formal complaint proceeds, it will be taken seriously and investigated in an impartial manner.

A candidate's progress through a study program will not be disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.

Any substantiated complaints, as well as the complaints policy, will be reviewed as part of the continuous improvement process.

Complainants also have the right to appeal a decision. The College Principal, in consultation with the assessor/trainer, will review the initial assessment or uphold the decision or proposed an alternate assessment. Any alternate assessment will be undertaken by another assessor.

Appeals need to demonstrate at least one of the following points:

- The assessment arrangements did not take into account your personal needs in relation to a disability, medical condition or cultural requirements and that you had declared this prior to the assessment
- The assessment has not reflected the stated competencies for the course e.g. skills over and above the competency levels were assessed
- The assessment was not relevant to the course content
- The assessment was not an accurate reflection of work submitted.

4. Procedure

Action	Responsibility
RTO receives complaint from student – this may be through a variety of means e.g. verbally, in writing or electronically.	Complainant
The complaint will be recorded in the Complaints Register which must include the following: <ul style="list-style-type: none"> • Submission date of the complaint • Name of the complainant • Description of the complaint • Determined resolution • Date of resolution • Any supporting documentation 	College Principal and Student Administration
CAL will contact the student within 2 working days and seek to identify the issue and seek to resolve the concern immediately and the outcome will be recorded in Complaints Register.	College Principal
When a complaint or appeal cannot be resolved through informal discussion, the complainant will be asked to complete a Complaints Form and submit to CAL. The complaints form is available on the website and referred to in Student Handbook.	College Principal Complainant
The proposed resolution will be communicated to the complainant within 7 working days and agreement sought. If required, an external third party may be appointed to act as mediator and the student may choose to be accompanied by a support person.	College Principal
Once agreement is made, CAL will: <ul style="list-style-type: none"> • Provide the complainant with written confirmation of the resolution. • Record the action/s taken on the Complaint Register. • Document any policy or procedure changes to be made, implement changes and record in the Continuous Improvement Register. 	College Principal Administration
In the event that the complaint cannot be resolved between CAL and the student, the student may wish to escalate the matter to the Australian Skills Quality Authority (ASQA) through ASQA's online complaints system at www.asqa.com.au	Complainant
All complaints from the calendar year will be reviewed in Q4 RTO Minuted Meeting.	College Principal and staff

5. Supporting Documents:

- Student Handbook
- CAL website
- Appeals form
- Complaints and Appeals Register

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	14 May 2012	Helen Sabell	January 2014
2	10 January 2014	Helen Sabell	January 2015
3	20 February 2015	Helen Sabell	February 2016