

Policy Name	Complaints Policy
Date	14 August 2019
Responsible dept.	Learning & Development
Current Version	V5

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.

SCOPE

This policy is applicable to all CAL students, prospective students and other approved stakeholders.

DEFINITIONS

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

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

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/coach involved, will review the initial assessment or uphold the decision or proposed an alternate assessment. Any alternate assessment will be undertaken by another assessor.

Supporting Documents:

- CAL Student Handbook,
- CAL Website,
- Complaints Form,
- Complaints Register.

PROCEDURE

Action	Responsibility
<p>RTO receives complaint from complainant– this may be through a variety of means e.g. verbally, in writing or electronically.</p>	<p>Complainant</p>
<p>The complaint will be recorded in the Complaints Register which must include the following:</p> <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. 	<p>Student Administration</p>
<p>CAL will contact the complainant within TWO working days and seek to identify the issue and seek to resolve the concern immediately and the outcome will be recorded in Complaints Register.</p>	<p>Learning and Development Manager</p>
<p>When a complaint or appeal cannot be resolved through informal discussion, the complainant will be asked to complete a Complaints Form and submit it to CAL. The complaints form is available on the website and referred to in the Student Handbook.</p>	<p>Complainant</p>
<p>The proposed resolution will be communicated to the complainant within FIVE 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.</p>	<p>Director of Learning and Development</p>

<p>Once agreement is made, CAL will:</p> <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, • All associated communication and document will be saved in the 'CAL Internal Resources' version of the Info-Organiser database as part of Quality Management and Continuous Improvement. 	<p>Director of Learning and Development and Compliance Officer</p>
<p>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</p>	<p>Complainant</p>
<p>All complaints from the calendar year will be reviewed in Q4 RTO Minuted Meeting.</p>	<p>College Principal and staff</p>

Policy Administration			
Version	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
4	26 June 2018	Sarah Sabell	June 2019
5	14 August 2019	Sarah Sabell	August 2020
Compliance References			
Statutory	The <i>Standards for Registered Training Organisations (RTOs) 2015</i> Clauses: 6.1, 6.2, 6.3, 6.4, 6.5		
Industry	Vocational Education and Training (VET)		
Document Located	E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS		