Purpose
This procedure has been developed and implemented to ensure that Crown College has an efficient and effective complaints and appeals management process to allow its students to express any concerns they may have that relates to their participation in nationally recognised training programs offered by Crown College.

In addition this procedure outlines the process by which Crown College will continuously improve the quality of services based on information gained from complaints and appeals made by its clients/students.

Definitions

Complaints Process
A process by which a client of an RTO, or other interested parties, may raise a concern about the RTO’s policies, procedures, services or products with a view to having them changed and improved.

Appeals
A process whereby 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 an assessment decision or may be about any other aspect of the RTO’s operations.

Responsibility
Learning & Development Manager
Team Leader - RTO
RTO Compliance Co-ordinator
Trainers/Assessor
Administration Officers.

Process

Complaints Management (informal resolution)
1. All participants are encouraged to firstly resolve any complaints they have in an informal manner;
2. Participants can do this by approaching the person/s against whom they are making the complaint and try to rectify issues that relate to their complaint;
3. In the event the participant is unable to resolve their complaint through the informal process then the participant has the option of lodging a formal complaint. Crown Melbourne Limited’s formal complaint procedure applies from this point on.

Complaints Management (formal resolution)
4. A participant may choose to raise a concern formally in writing. Formal written complaints should be submitted to the Learning & Development Manager and should contain the following details
   a. the reasons for the formal complaint i.e. the why, and
b. provide situational background to the complaint i.e. the what, when, who, where and how.

5. The Learning & Development Manager, having regard for the relevant circumstances will consider the formal complaint by:
   a. reviewing the participant’s letter;
   b. verifying that all appropriate RTO procedures have been correctly carried out;
   c. sourcing additional information from appropriate staff concerning the subject of the complaint;
   d. discussing the matter directly with the participant
   e. undertaking other investigation or action as appropriate.

6. After consideration of all available evidence, the Learning & Development Manager may decide to:
   a. Dismiss the complaint
   b. Uphold the complaint and direct that:
      • compensation as appropriate be made to the participant, and/or
      • where relevant administrative systems or procedures be reviewed;
      • appropriate preventative action be undertaken;
      • other actions as appropriate.

7. The participant will be informed of the outcome within 10 working days of submission of the formal complaint. The written advice of the outcome shall include the reasons for the outcome and advise the participant of their right of appeal.

Appeals Management

1. A participant has the right of appeal on one or more of the following grounds:
   a. That the investigation process did not take account of all matters related to the complaint;
   b. That the participant is able to provide new evidence which could not reasonably have been provided at the time of the formal complaint resolution process;
   c. That a procedural irregularity has occurred in the hearing of a complaint during the formal resolution process.

2. An appeal must be lodged in writing to the Learning & Development Manager within 5 working days of notice of the outcome of the formal complaints procedure.

3. Upon receipt of the written appeal the Learning & Development Manager will:
   a. Consider the matter and complete the investigations within 5 working days of notification of appeal;
   b. Report to the General Manager his/her findings, decision and recommendations, and
   c. The General Manager will consider all evidence and on reaching a decision, notify the Appellant in writing of the outcomes of the process, the reasons for the decision(s) and any specific action to be taken.

4. Further avenues of appeal:
   a. Fee Paying Students: The decision of the General Manager is the final step in Crown College’s internal Complaints and Appeals Process.
   b. Crown Employees: The issue may be referred to your Human Resources Manager.
Independent Mediation and Consultation
At any time during the complaint and appeal process the complainant/appellant may seek the advice or mediatory services of an external independent body for example the National Training Complaints Hotline, a free government service, which may be accessed via telephone 1800 000 674.

Record Keeping
1. Staff members associated with investigating and resolving a complaint or appeal are required to keep file notes of any related discussions or actions. Such file notes are to be marked ‘Strictly Confidential’ and be held in a secure restricted place. All official correspondence with the complainant/appellant will be retained in the same place.
2. Notes should be kept to a minimum stating only facts and relevant details as described by the parties. Dates and times of interactions should also be recorded.
3. All appeals including parties involved, the nature of the appeal, the outcomes of the appeal will be recorded onto our Complaints & Appeals Register; and
4. Actions arising from our Complaints & Appeals Register will be used to continuously improve Crown College’s systems and operations.

Related Documents
Complaints & Appeals Register
Continuous Improvement Register

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