



**Policy Number & Name:** RTOPRO025 Complaints and Appeals – Domestic Students Only

**Policy Area:** Governance and Compliance

**Authorised by:** Audit & Risk Management Committee

**Organisation Definition:**

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any of these respective trading names.

Crown College RTO – includes the following Registered Training Organisations as identified on [www.training.gov.au](http://www.training.gov.au)

- Crown Melbourne Ltd trading as Crown College RTO ID # 3743
- Crown Training Pty Ltd RTO ID # 40529

Portfolio – relates to the following three key operational sectors;

- Hotels, Retail, Food & Beverage
- Support Services, including Security & Surveillance
- Gaming

**1. Policy**

1.1 Crown College is committed to ensuring all employees and participants are provided with the best possible environment in which to work and study. Despite all efforts of the RTO to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution.

1.2 The following procedures provide participants the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.

1.3 This policy is implemented to make all staff and participants aware of their right to appeal and/or make a complaint against any decision or fact that has affected their study experience at Crown College.

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

## Related Standards

This policy relates to the following standards from *Standards for Registered Training Organisations 2015*.

### **Standard 1.7**

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

### **Standard 2.2**

The RTO:

a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and

b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client, trainer and assessor feedback and complaints and appeals.

### **Standard 5.2**

Each learner is properly informed and protected.

d) the learner's rights, including:

i) details of the RTO's complaints and appeals process required by Standard 6; and

ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;

### **Standard 6**

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

### **Standard 6.1**

6.1. The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

a) the RTO, its trainers, assessors or other staff;

b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or

c) a learner of the RTO.

### **Standard 6.2**

The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

### **Standard 6.3**

The RTO's complaints policy and appeals policy:

a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;

b) are publicly available;

c) set out the procedure for making a complaint or requesting an appeal;

d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and

e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

#### **Standard 6.4**

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly updates the complainant or appellant on the progress of the matter.

#### **Standard 6.5**

The RTO:

- a) securely maintains records of all complaints and appeals and their outcomes; and
- b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

#### **Standard 6.6**

Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training and/or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

## **2. Scope**

- 2.1 This policy applies to all students and employees undertaking accredited training through Crown College RTO and Crown Training RTO. It does not apply to any complaints or appeals that are within the scope of the student's employment.

## **3. Responsibility**

- 3.1 All trainers, assessor, contractors and RTO administration employees are responsible for the implementation of this policy.

## **4. Procedures**

### **4.1 Stage 1 – Informal Complaint Process**

- i. Verbal Complaint is made to Crown College staff member;
- ii. Complaint is recorded and emailed to the RTO Compliance Coordinator;
- iii. Complaint is recorded in the Complaint Register;
- iv. RTO Compliance Coordinator advises Group Training Manager RTO who may assign the complaint to appropriate portfolio Group Training Manager;
- v. Group Training Manager RTO is responsible for ensuring the complainant is notified of the registration of their complaint within **5 working days** of receiving complaint;
- vi. The Group Training Manager RTO and portfolio Group Training Manager identify a resolution to the complaint and written acknowledgement is communicated to all parties (preferably by email);
- vii. If the matter is unresolved, an internal investigation of the complaint is initiated by the Group Training Manager RTO;
- viii. The outcome of the investigation will either be a resolution of the complaint or initiation of formal complaint process;
- ix. The complainant (and staff member if relevant) is provided with a written statement of the outcome which outlines the details of the decision. The written statement will be provided within **20 working days** by the Group Training Manager RTO and/or portfolio Group Training Manager.

## 4.2 Stage 2 – Formal Complaint Process (Refer Appendix A)

- i. Written complaint is submitted to the RTO Compliance Coordinator;
- ii. Complaint is recorded in the Complaint Register;
- iii. RTO Compliance Coordinator advises Group Training Manager RTO who may assign the complaint to appropriate portfolio Group Training Manager;
- iv. Group Training Manager RTO is responsible for ensuring the complainant is notified of the registration of their complaint within **5 working days** of receiving complaint;
- v. The Group Training Manager RTO and portfolio Group Training Manager identify a resolution to the complaint and written acknowledgement is communicated to all parties (preferably by email);
- vi. If the matter is unresolved, an internal investigation of the complaint is initiated by the Group Training Manager RTO;
- vii. The outcome of the investigation will either be a resolution of the complaint or initiation of formal complaint process;
- viii. The complainant (and staff member if relevant) is provided with a written statement of the outcome which outlines the details of the decision. The written statement will be provided within **20 working days** by the Group Training Manager RTO and/or portfolio Group Training Manager.
- ix. If required to attend a formal meeting/mediation session, the complainant may be accompanied at the meeting by a representative.

## 4.3 Stage 3 - Appeals Process (Refer Appendix B)

- i. If a stakeholder remains unsatisfied with the outcome of their complaint, a written statement detailing their appeal is to be lodged with the Group Training Manager RTO.
- i. The Group Training Manager RTO will delegate the appeal to the relevant portfolio Group Training Manager for review of the original outcome and the grounds for the appeal. They will consult other stakeholders as necessary to investigate the appeal;
- ii. The Group Training Manager RTO will contact the appellant within **10 working days** to discuss the outcome of the complaint and identify the desired outcome;
- iii. The desired outcome will be discussed with relevant stakeholders and a solution agreed to;
- iv. The Group Training Manager RTO will advise the appellant in writing within **20 working days** of the outcome of their appeal;
- v. The appellant is provided with a written statement of the outcome which outlines the details of the decision.
- vi. If an agreed solution cannot be reached the appellant may escalate the appeal to the Group General Manager, Learning and Development.
- vii. Crown College is a member of Resolution Institute Student Mediation Scheme. If the complainant is dissatisfied with the outcome of the complaint at the end of the internal process, they may wish to have the matter dealt with through an external dispute resolution process facilitated by Resolution Institute. The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between Crown College and the complainant. Further information and a detailed Information Kit is available from <https://www.resolution.institute/membership-information/student-mediation-scheme>

## 4.4 Assessment Appeals

### 4.4.1 Refer to the RTO PRO069 Assessment Appeals Policy.

## 4.5 Complaints to the Regulator

- 4.5.1 If the complainant wishes to make an official complaint to the regulator, they can complete the *Complaint about a training organisation operating under ASQA's jurisdiction* form provided by the Australian Skills Quality Authority (ASQA) on their website.

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

#### **4.6 Record Keeping**

- 4.6.1 All RTO employees associated with investigating and resolving a complaint or appeal are required to keep file notes of any related discussions or actions.
- 4.6.2 Such file notes are to be marked 'strictly confidential' and be held in a secure restricted location.
- 4.6.3 Wherever possible, the registered Assessment Appeal Lodgement Form and Assessment Appeal Progress Form are to be used to record official lodgement of appeals.
- 4.6.4 All official correspondence with the complainant/appellant will be retained in the same place.
- 4.6.4 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.
- 4.6.5 All details relating to complaints and appeals will be recorded in the Complaints and Appeals Register and reviewed at the next appropriate Group Training Manager & Training Advisor meeting.
- 4.6.6 Any actions arising from the Complaints and Appeals Register will be used to inform continuous improvement and further enhance Crown College's systems and operations.

#### **5. Related Documents**

Assessment Appeal Lodgement Form  
Assessment Appeal Progress Form  
Student Information Handbook  
Trainer/Assessor Guide  
Complaints and Appeals Register

#### **6. Policy Publication**

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

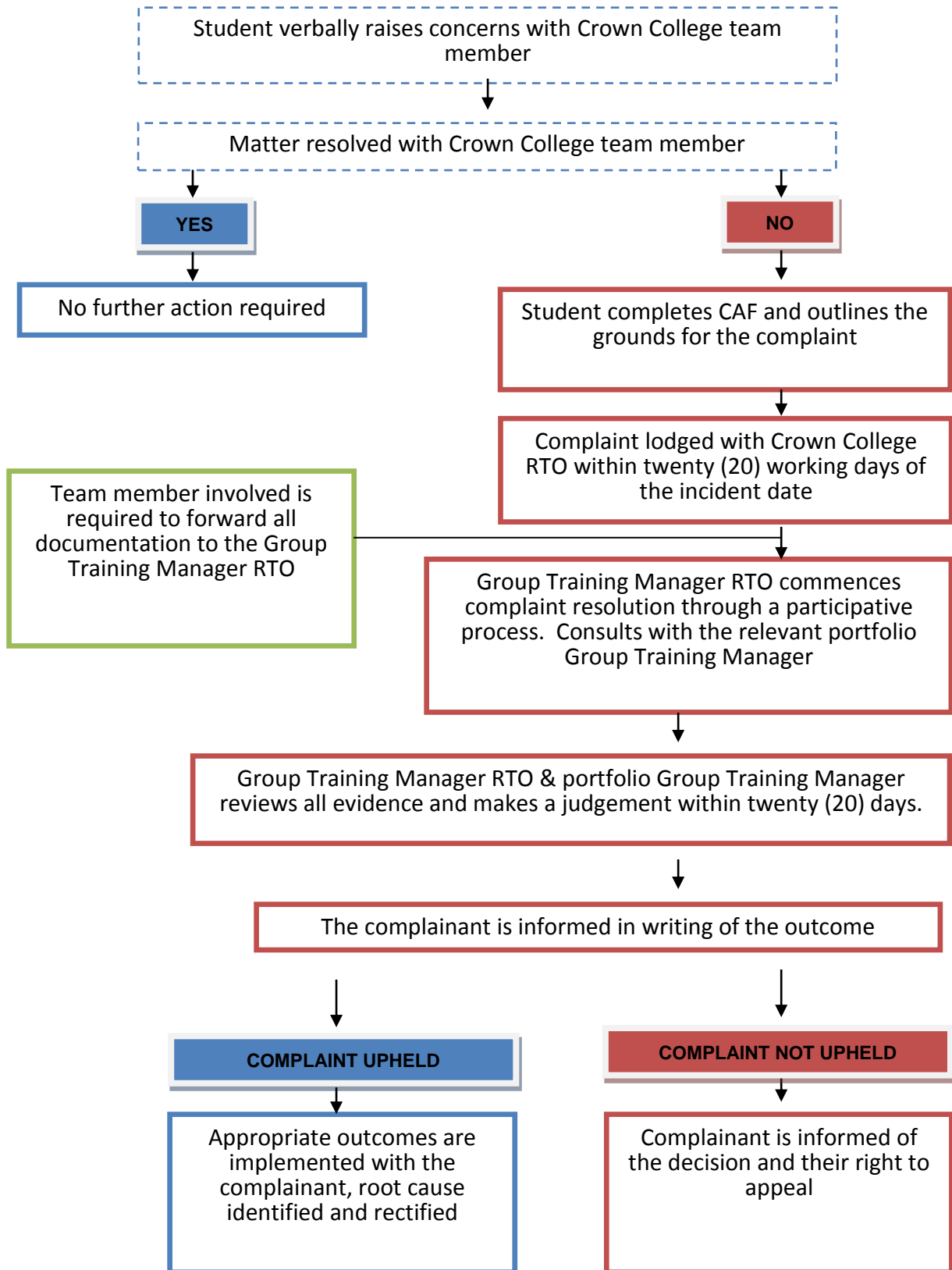
## 7. Amendment Schedule

Table detailing any amendments made to the policy between review dates

<b>Date</b>	<b>Modification</b>	<b>Version</b>	<b>By</b>
17.11.2014	New template, updated Responsibility & Authority, Related Documents, updated procedure to include new Stage 1, 2, 3 process, included Record Keeping, updated to <i>New Standards 2015</i>	2.0	Vanessa Hoppe
10.8.2015	Update Stage 3 Point 7. to include reference to LEADR external organisation for dispute resolution	3.0	Vanessa Hoppe
22.5.2017	Updated formatting and numbering system. Included Assessment Appeal Lodgement Form and Assessment Appeal Progress Form.	4.0	Vanessa Hoppe
14.05.2018	Updated procedures 4.1, 4.2, 4.3 (Resolution Institute). 4.6.5	5.0	Vanessa Hoppe

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## ANNEX A: Complaints Process



## ANNEX B: Appeals Process

