

RTO COMPLAINTS AND APPEALS POLICY

1. Governing Policy/Framework

This policy supports the Quality Framework.

2. Background/Context and Purpose

The Standards for Registered Training Organisations (RTOs) 2015 requires Carers Queensland Ltd. to have a complaints and appeals policy to manage and respond to allegations involving the conduct of:

- a. Carers Queensland, it's trainers and assessors or other employees
- b. A third party providing services on the Carers Queensland's behalf
- c. A student of Carers Queensland

This policy is designed to be compliant with relevant legal, regulatory or government policy requirements or guidelines.

3. Policy

Carers Queensland understands that on occasion, there may be instances of dissatisfaction and acknowledges that the grievances must be impartially investigated, and where justified, addressed and rectified promptly. This includes any students requesting a review of assessment (academic) decisions. To address this, Carers Queensland has put in place a RTO Complaints and Appeals Policy and associated procedure.

4. Policy Objectives

- a. To ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b. To ensure no parties involved will be subjected to discrimination or harassment resulting from raising their grievance, complaint or appeal
- c. To identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

5. Scope

This policy applies to all students, employees, or any third party of Carers Queensland Ltd.

6. Legislation and other Mandates

Privacy Act 1988.

Standards for Registered Training Organisations (RTOs) 2015

Vocational Education and Training (VET) Quality Framework

Pre-qualified Supplier Policy 2019-2020 for Queensland VET Investment Programs

7. Monitoring and Evaluation

The policy will be reviewed every two (2) years or in line with any relevant change in related legislation or guidance.

8. Roles and Responsibilities

Role	Responsibility
Chief Executive Officer	Approves this policy. Request that an external agency conduct an external review <ul style="list-style-type: none">- If request by complainant holds merit- If complainant has exhausted all avenues of student complaint and appeals policy and associated procedure- Consider the recommendation of the External Review Report and make a final decision
General Manager – Carer Services	To oversee the implementation of the policy
Regional Manager - State wide Services	Policy owner. To oversee the implementation of the policy Investigates and responds to internal appeal requests
Quality and Compliance Team	Investigates and responds to formal complaint requests Analyses complaints and appeals trends Report on implementation of appropriate corrective actions and resulting business improvements To audit compliance with this policy To develop post audit treatment plans and monitor the implementation of audit recommendations To update the risk and complaints registers as appropriate To review the policy, procedure and associated documentation as per review schedule.
All RTO Staff	Provide information and advice to the student about the complaints and appeals policies and procedures To comply with this Policy

9. Related Documents

Complaints and Appeals Procedure

Complaints and Appeals Register

Access and Equity Policy

Privacy Policy

10. Document Control

DOCUMENT – APPROVAL AND AMENDMENT HISTORY			
	Date	Effective from	Version control number
Original approval	9/9/2019	9/9/2019	V1.0
1 st amendment approval			
2 nd amendment approval			