

Complaints and Appeals Policy and Procedure

Purpose

Clearly states your RTO's commitment to a fair, impartial, and confidential process for managing complaints and appeals, aligning with Outcome Standard 4.3.

Scope

Applies to all complaints or appeals from students about:

- Training, assessment, or support services,
- Behaviour or actions of other students, trainers, or staff,
- Assessment outcomes.

Policy Statement

3.1 Hope Centre Education is committed to treating all complaints and appeals fairly, efficiently, and confidentially.

3.2 All complaints and appeals will be acknowledged in writing, investigated promptly, and finalised within a reasonable timeframe.

3.3 The rights of both the complainant/appellant and respondent are protected, including privacy and natural justice.

3.4 Students will not face disadvantage or victimisation for lodging a complaint or appeal.

3.5 Where a complaint or appeal cannot be resolved internally, the student will be advised of external review options.

Procedure

4.1 Lodging a Complaint

- Students submit complaints in writing to [support@hopecentre.edu.au] or directly to the Student Support Officer.
- Receipt is acknowledged within 2 working days.
- The CEO or delegate investigates and aims to resolve the complaint within 7 working days.
- Both parties are interviewed separately if needed.
- A written outcome is provided within 5 working days of resolution.
- If unresolved, referral to an External Arbitrator is offered, with costs disclosed in advance.

4.2 Lodging an Appeal

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- Students first discuss concerns with their assessor to seek informal resolution.
- If unresolved, they lodge a written appeal within 7 calendar days of receiving assessment results.
- Receipt is acknowledged within 2 working days.
- An independent assessor or panel reviews the appeal within 5 working days.
- A decision and explanation are provided in writing.
- If dissatisfied, students can request escalation to an External Arbitrator.

4.3 External Review

- Where required, the RTO will engage an independent third party (External Arbitrator) to review complaints or appeals.
- The RTO will cooperate fully with the arbitrator and implement any recommended resolutions.

4.4 Records Management

- All documentation of complaints and appeals is recorded in secure student files and maintained for at least 7 years.

Review and Continuous Improvement

The Complaints and Appeals Policy is reviewed annually or sooner in response to:

- Feedback,
- Legislative changes,
- Changes in Standards,
- Internal audit outcomes.