



# Maroochydore State High School Vocational Education and Training

30397 RTO policy and procedures

## Complaints and appeals

August 2018

### Policy statement

To be compliant with Standard 6 of the *Standards for Registered Training Organisations (RTOs) 2017* Maroochydore State High School must have a publically available complaints and appeals policy.

Maroochydore State High School will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If Maroochydore State High School considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

The designated person will maintain a secure Complaints and Appeals Register, which documents all formal complaints, appeals and their outcomes.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to eliminate or mitigate the likelihood of reoccurrence.

The Principal (as the chief executive officer) of Maroochydore State High School is ultimately responsible for ensuring that Maroochydore State High School complies with the VQF. This includes the complaints and appeals policy and procedures.

### Policy information on school website:

Maroochydore State High School includes the following information on the public website:

#### Maroochydore State High School has a complaints and appeals policy specific to the RTO operations

A complaint can be made to the school Registered Training Organisation (RTO) regarding the conduct of

- Maroochydore State High School, its trainers, assessors or other school RTO staff;
- students of Maroochydore State High School;
- any third parties providing services on behalf of Maroochydore State High School (if relevant)

Complaints may be made to any number of staff.

An **appeal** can be made to Maroochydore State High School to request a review of a decision, including assessment decisions.

Appeals should be made to the trainer/assessor in the first instance, but can also be made to Heads of Department or the RTO Manager.

Maroochydore State High School will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

1. Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.
2. All complaints and appeals are heard and resolved within 60 calendar days of receipt.

*If Maroochydore State High School considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.*

3. Maroochydore State High School will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken and decisions made.
4. Maroochydore State High School will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again. **The outcome of all appeals will reviewed as part of Maroochydore State High Schools RTO's quality assurance processes.**

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# Procedures

1. If a complaint relates to a report about harm or safety, refer to your school's appropriate Student Protection procedures.
2. On receipt of a verbal complaint:
  - Resolve the complaint if possible, documenting the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.
  - If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.
3. To put a complaint/appeal in writing, advise the complainant/appellant that:
  - they may use the support of a third party in progressing the complaint/appeal
  - they can either put the complaint/appeal in writing themselves using the form available at G:\Coredata\Common\VET\2017\vet-p&p-sample-complaints-appeals-Aug2017-pre-pub.docx or
  - you can make a written record for them to sign. In this case
    - note whether the complainant/appellant wants the support of a third party
    - ensure the complainant signs and dates the form
    - identify yourself, and your role within Maroochydore State High School
    - sign and date the form yourself.
4. On receipt of a written complaint/appeal:
  - if the complaint/appeal is not in relation to the RTO Manager
    - forward it to the RTO Manager
    - enter it into the secure Complaints and Appeals Register.
  - if the complaint is in relation to the RTO Manager
    - forward it to the Deputy Principal responsible for the Senior School
    - enter it into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.
  - send a prompt written acknowledgement to the complainant from either the RTO Manager or the Deputy Principal responsible for the Senior School, as appropriate.
5. To resolve the complaint/appeal, the RTO Manager and/or Deputy Principal:
  - discuss the issue/s with the staff member to whom the complaint/appeal was made
  - give the complainant/appellant an opportunity to present their case (they may be accompanied by other people as support or as representation)
  - give the relevant staff member, third party or student (as applicable) an opportunity to present their case. They also may be accompanied by other people as support or as representation.
  - if necessary, convene an independent panel, the Complaints and Appeals Committee, to hear the complaint/appeal.

The committee must not have had previous involvement with the complaint/appeal, and must include:

    - a representative of the Principal
    - one or more representative/s of the teaching staff
    - an independent person.
  - deal with the issue/s
  - communicate the outcome/decision to all parties in writing within 60 days of receipt of the complaint/appeal
  - document the complaint/appeal — including the cause, actions taken and decisions made — in the appropriate secure Complaints and Appeals Register.
6. If the complaint/appeal is not finalised within 60 calendar days of its receipt, inform the complainant/appellant of the reasons in writing and regularly update them on the progress of the matter.
7. If the procedures fail to resolve the issue/s, the complainant/appellant may have the outcome reviewed (on request) by an appropriate party independent of Maroochydore State High School.
8. If the complainant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints (<https://www.qcaa.qld.edu.au/senior/vet/rto-registration-audits/appeals-complaints-enforcement>).
9. Maroochydore State High School will undertake a continuous improvement process that includes:
  - reviewing the details in the Complaints and Appeals Register
  - reviewing the complaints and appeals policy and procedures
  - taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

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**MAROOCHYDORE STATE HIGH SCHOOL - 30397**  
**VOCATIONAL EDUCATION AND TRAINING**  
**RECOGNITION OF PRIOR LEARNING (RPL)**  
**APPLICATION FORM**

Name: .....

Course Name: ..... Course Code: .....

**Student to complete the following to indicate the Element of Competency/Learning Outcome you want to RPL.**

Competency name and code: .....

Element of Competency	Description
<p style="text-align: center;"><b>Summary of the reasons for your application</b></p> <p>(Include any additional information you will present as part of your application). Attach extra pages needed.</p> <p>Applicant's Signature: ..... Date: .....</p>	
<p style="text-align: center;"><b>ASSESSOR'S COMMENTS AND RECOMMENDATION</b></p> <p>Signature: ..... Date: .....</p>	
<p style="text-align: center;"><b>NOTIFICATION by RTO Manager</b></p> <p>RPL is/is not granted for the Element of Competency/Learning Outcome because</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>RTO Manager's signature: ..... Date: .....</p>	



**MAROOCHYDORE STATE HIGH SCHOOL - 30397**

**VOCATIONAL EDUCATION AND TRAINING**

**VOCATIONAL EDUCATION**

**COMPLAINTS AND APPEALS FORM**

THIS CONFIDENTIAL PROCESS IS ONLY FOR THE VOCATIONAL COMPONENT OF THE COURSE.  
Complaints or appeals should be directed to the Principal – Maroochydore State High School

**Name:** .....

**Date of original assessment decision/complaint:** .....

**Certificate name/code:** .....

**Complete the following to indicate the decision/s against which you wish to appeal/formally complain.**

**Competency name and code:** .....

COMPETENCY		FOR RTO USE		
NO.	DESCRIPTION	TEACHER'S ORIGINAL RECOMMENDATION	Succ	WTC
<b>SUMMARY OF THE REASONS FOR YOUR APPEAL/COMPLAINT</b> (List the additional information you will present as part of your appeal/complaint)				
<b>Complaint/Appeal Committee decision and reasons:</b>				

**Applicant's Name:** .....

**Applicant's Signature:** ..... **Date:** .....

**Support Person's Name (representing Applicant's):** .....

**Support Person's Signature:** ..... **Date:** .....

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**Trainer/Assessor Name:** .....

**Trainer Assessor's Signature:** ..... **Date:** .....

**Support Persons Name (represent Trainer/Assessor):** .....

**Support Person's Signature:** ..... **Date:** .....

**COMPLAINTS/APPEALS COMMITTEE**

**Principal Name:** .....

**Teaching Staff Name:** .....

**Independent Third Party:** .....

**Date:** .....

**Please note:**

- The complaint/appeal committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
- If the complaint will take more than 60 days to finalise, written notification will be given in all people involved explaining the delay.

**NOTIFICATION**

Competency is/is not granted for the Competency: .....

Complaint will be addressed on: .....

**Principal's Signature:** ..... **Date:** .....

Responses are to be kept in a secure Complaints and Appeals Register.

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