

## SP 3.1 Complaints and Appeals Procedure

Step 1:			
#	Who	Actions	Outcome
1.1	Office Operations Manager or nominated delegate by COO/GM	<ul style="list-style-type: none"> <li>a) Student would like to make a complaint.</li> <li>b) Student calls, attends the office or goes to our website <b>Complaints and Appeals Form</b></li> <li>c) Student fills out the complaint form via the website, email or a physical copy.</li> <li>d) Once a formal complaint is received it is to be entered into the <b>Complaints and Appeals Register</b> which is monitored by the Office Operations Manager regularly.</li> <li>e) The Office Operations Manager will send the response to the student.</li> <li>f) A decision on the complaint within <b>10 working days will be discussed</b> and the Office Operations Manager will keep the complainant informed of any decisions or outcomes concluded.</li> <li>g) The Office Operations Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall.</li> <li>h) To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.</li> <li>i) Copies of all documentation, outcomes and further action required will be recorded in the <b>Complaints and Appeals Register</b> a response by the Office Operations Manager and on the student's file / complainants file.</li> <li>j) Records shall be maintained as private and confidential and shall be maintained for 7 years.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Student complaint is recorded, monitored and an outcome is achieved.</li> </ul>

Step 2:			
#	Who	Actions	Outcome
2.1	Office Operations Manager or nominated delegate by COO/GM	<p><b>Appealing a decision</b></p> <p>a) Any appeal on an RTO decision must be made within <b>20 working days</b> of receiving notification of the original decision from the RTO.</p> <p>b) The Office Operations Manager shall then review the appeal details and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.</p> <p>c) The Office Operations Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the appeal, within <b>10 working days</b> and keep the appellant informed of any decisions or outcomes concluded, or processes in place to deal with the appeal</p> <p>d) In the unlikely event that the appeal is not finalised within <b>60 calendar days</b>, the RTO shall ensure that the appellant shall be provided reasons for the delay in writing, and will be regularly kept informed and updated of the progress of the matter.</p> <p>e) The Office Operations Manager shall ensure that MST acts on any substantiated appeal.</p> <p>f) Copies of all documentation, outcomes and further action required will be placed into the <b>Complaints and Appeals Register</b> by the Administration Manager and on the students file / appellants file. Records shall be maintained as private and confidential and shall be maintained for 7 years.</p>	<ul style="list-style-type: none"> <li>Student appealing a decision is recorded, monitored and an outcome is achieved.</li> </ul>

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