

 <p>Standard Operating Procedures</p>	<p>TA 3.3 Subject: Complaints and Appeals Date Revised: 3/1/2018</p>
<p>Standards for RTO 2.2, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6</p>	<p>Revised by: RTO Officer Approved by Grayclay Director</p>

## 1.0 Purpose

- 1.1 To ensure that all complaints are dealt with in a timely, constructive, efficient manner.
- 1.2 To allow for:
  - 1.2.1 An informal approach to the course Trainer/Assessor/Facilitator or individual(s) who the grievance is in relation to.
  - 1.2.2 A review conducted by the RTO Officer or an independent body that is not involved in the original assessment decision or grievance.
  - 1.2.3 An independent review by an external grievance/appeal consultant or appropriate body.

## 2.0 Scope

- 2.1 This procedure applies to all candidates enrolled in a course seeking to appeal against an academic decision or another grievance regarding procedural matters in relation to all Grayclay courses.

## 3.0 Responsibility and Authority

- 3.1 It is the responsibility of the Grayclay RTO Officer to record and review all Grievances and Appeals.
- 3.2 It is the responsibility of Grayclay to ensure that all complaints are dealt with efficiently, effectively, transparently and fairly and that any quality issues identified are addressed.

## 4.0 Procedure

- 4.1 A candidate seeking to appeal against an academic decision should undertake the following steps;
  - 4.1.1 In the first instance an informal approach is to be made to the course Trainer with any new evidence or clarification of existing evidence.
  - 4.1.2 Assessment will be reviewed from the submission made by the candidate by an Assessor that was not involved in the original decision.
  - 4.1.3 Where the candidate is still dissatisfied with the decision, a complaints and appeals form is to be completed and submitted to the RTO Officer.
  - 4.1.4 Appeals will be accepted up to fourteen (14) days from the date of receipt of an assessment result.
  - 4.1.5 All appeals received will be entered into the Complaints and Appeals Register by the RTO Officer.
  - 4.1.6 Grayclay will endeavour to act upon appeals received in writing within fourteen (14) days of receipt.
- 4.2 **Complaints / Appeals Consultant**
  - 4.2.1 Mutual agreement is to be reached between Grayclay and the relevant participant regarding the external consultant to be engaged for use in the external process.
  - 4.2.2 Where participants wish to use an external consultant who is not approved by Grayclay the candidate is responsible for payment of all costs associated with the use of the external consultant in the complaints and appeals process.
- 4.3 **Decision**
  - 4.3.1 All assessment action will be suspended pending determination of the appeal process.

**4.3.2** All decisions will be immediately communicated to participants in writing and, subject to the provisions of the Administrative Decision (Judicial Review) (Amendment) Act 1991, the decision of an external consultant conducting an appeal or complaints resolution will be final.

#### **4.4 Reviews**

**4.4.1** The complaints and appeals register will be reviewed regularly and any changes required to Grayclay processes and procedures will be logged through Grayclay's Continuous Improvement processes (refer to QM3.1)

#### **4.5 International Students**

**4.5.1** All international students enrolled into courses delivered by Grayclay on behalf of AACDS are entitled to access the grievance/appeals procedure set out in this policy. In the event of the dispute remaining unresolved, an international student or Grayclay may wish to lodge an external appeal or complaint about a decision, by contacting the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

**4.5.2** This process does not prevent a student from exercising rights to other legal remedies or to contact the ACPET External Student Appeals Service.

#### **PLEASE REFER TO:**

<http://www.acpet.edu.au> to download an appeals form

Completed Appeal forms can be submitted via email to:

[Student.appeals@acpet.edu](mailto:Student.appeals@acpet.edu)

Or by posting to:

Student Appeals, ACPET,

PO Box 551,

East Melbourne VIC 8002.

The following external bodies may also be consulted:

- Department of Fair Trading Ph: 13 32 20
- Consumer Protection Advice Line Ph: 1300 30 40 54

## **5.0 Related and Support Documentation**

### **Standard Operating Procedures**

**QM3.1** Continuous Improvement

### **Forms**

**TA302** Complaints and Appeals Form

**TA303** Complaints and Appeals Register

**QM300** Improvement Request