



Bendigo Senior Secondary College RTO Complaints Policy & Procedure

AQTF REFERENCE

AQTF 2.6: The RTO provides appropriate mechanisms and services for learners to have concerns reviewed and addressed where appropriate. Complaints and appeals are addressed efficiently and effectively.

VRQA Guideline 2.7: An RTO must have a complaints policy to manage and respond to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- c) a student of the RTO.

6.7 Child Safe Standard 7

Processes for complaints and concerns are child focused

SCOPE

The purpose of this policy is to ensure that the Bendigo Senior Secondary College RTO lodges, responds to and concludes any and all complaints related to VET training in a professional and businesslike manner within all privacy legislation.

This relates to:

- a) the RTO, its trainers, assessors or other staff;
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- c) a student of the RTO.

POLICY STATEMENT

The following framework has been prepared as a means to have problems experienced by trainer and trainees addressed immediately, effectively, professionally and confidentially.

The policy provides an avenue for most complaints to be addressed, however, in some cases, alternative measures need to be explored because of individuals and the merits of each case.

Bendigo Senior Secondary College will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.

Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between parties.

The complaints/appeals procedures relating to the delivery of training and/or the assessment of training outcomes, access and equity issues, involves students initiating the following process:

- Discussion with relevant trainer/student about complaints:
- Should this not be resolved, the complaint matter can be taken before the Assistant Principal: VET & RTO Partnerships
- Should this not be resolved, the complaint matter then can be taken to the BSSC Principal.

If we are unable to resolve the issue, and you ask us to, Bendigo Senior Secondary College will have an appropriate independent third party provide a review at no cost to the Student. The independent third party will be an organisation, body or person identified and agreed to by all parties at the time. Where appropriate, initial assessments may be reviewed and/or alternative assessment methods identified.

In addition to the above internal processes, if the processes fail to resolve the complaint or appeal, or the complainant or appellant is still dissatisfied with the decision of the RTO, an application can be submitted to the governing body Victorian Registration and Qualifications Authority (VRQA) to allow

for any decisions made by the RTO in relation to the complaints and / or appeals process to be reviewed by the VRQA complaints department.

The complainant can submit a complaint to VRQA by doing one of the following:

- writing a letter and posting to the VRQA
- visiting the VRQA website (listed below) and completing the online complaints forms

Further information can be found on the VRQA website:

- Complaints (vrqa.vic.gov.au)
- <https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx>

Contact details for VRQA are as follows:

Victorian Registration and Qualifications Authority (VRQA).
Level 4 Casselden Place, 2 Lonsdale Street
Melbourne Vic 3000
Postal Address: GPO Box 2317, Melbourne, Vic, 3001
Ph: (03) 9637 2806
Website: www.vrqa.vic.gov.au

Where the RTO is informed that the student has accessed the VRQA appeals processes:

- The RTO will maintain a student's enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the VRQA complaints or appeals process.
- Where a decision or outcome is in favour of the complainant, the BSSC RTO shall follow the required action and recommendation from the VRQA to satisfy the student's grievance as soon as practicable.

This policy MUST be approved by the RTO's governing body

RESPONSIBILITIES/PROCEDURE

STUDENT

Students are initially notified of the RTO's Complaints policy and procedure via the pre-enrolment checklist performed online.

The student should raise the matter with their teacher. The teacher should listen to the complaint and try to resolve within an informal setting/meeting. A student's parent should be encouraged to attend if the student requires this.

If the complaints/complaint is not resolved satisfactorily, the issue is escalated to the Assistant Principle: VET & RTO where they will receive the Appeals & Complaints Form (Appendix 1). If the student does not wish to complete an Appeals & Complaints Form, the matter will be deemed resolved by the RTO.

The Student is to be given a full copy of the RTO Complaints Policy and Procedure.

TEACHERS / TRAINERS / ASSESSORS

Wherever possible the complaints/complaint should be discussed with the teacher. The teacher should listen to the complaint and try to resolve within an informal setting/meeting. A student's parent should be encouraged to attend if the student requires this.

If the complaints/complaint is not resolved satisfactorily, the issue should be escalated to the Assistant Principal: VET & RTO Partnerships.

The student should be given the Appeals & Complaints Form (Appendix 1) to complete to formalize the complaint. This form should go directly to the Assistant Principal: VET & RTO Partnerships.

If the student does not wish to complete an Appeals & Complaints Form, the matter will be deemed resolved by the RTO.

Any meetings held after an Appeals & Complaints form is completed will be formally documented by the RTO.

ASSISTANT PRINCIPAL: VET & RTO Partnerships

The Assistant Principal: VET & RTO Partnerships should receive a copy of the Complaints Form directly from the student and will follow up this complaint with the student (& parent where required/requested).

Notes from this meeting will be recorded on the Complaints Form and any resolution 'changes' will be implemented within 30 days of the meeting conclusion if possible. Any resolution 'changes' will be recorded in a Corrective Action Record (CAR) to be formally closed when the resolution 'changes' have been completed.

The Assistant Principal: VET & RTO Partnerships will escalate any unresolved complaint to the Principal if necessary.

The Assistant Principal: VET & RTO Partnerships will escalate any unresolved CAR relating to a complaint to the Principal if necessary.

PRINCIPAL

If a complaint is escalated to the Principal, they will try to resolve the dispute.

If they are unable to resolve the issue, the student can ask for an appropriate independent third party provide a review at no cost to the Student. The independent third party will be an organisation, body or person identified and agreed to by all parties at the time.

In addition to the above internal processes, if the processes fail to resolve the complaint or appeal, the Principal can advise the complainant or appellant to submit an application to the governing body Victorian Registration and Qualifications Authority (VRQA) to allow for any decisions made by the RTO in relation to the complaints and / or appeals process to be reviewed by the VRQA complaints department.

The complainant can submit a complaint to VRQA by doing one of the following:

- writing a letter and posting to the VRQA
- visiting the VRQA website (listed below) and completing the online complaints forms

Further information can be found on the VRQA website:

- Complaints (vrqa.vic.gov.au)
- <https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx>

RTO COORDINATOR

The RTO Coordinator should be informed of the complaint at escalation to the Assistant Principal: VET & RTO Partnerships, so it can be logged in the Complaints Register (R:\2004\Management And Organisational Areas\School To Work\VET\2007_AQTF_Compliance\files)

The RTO Coordinator is responsible for opening and closing any CAR in relation to an escalated complaint.

The RTO Coordinator does not require copies of any completed Complaints Forms. These should be held with the Assistant Principal: VET & RTO Partnerships.

VETTRAK COORDINATOR

N/A

AUSPICING PARTNERS

To follow the complaints procedure as per the TEACHERS / TRAINERS / ASSESSORS section

SUPPORTING MATERIALS

[RTO Complaints Register](#)

[Pre-enrolment checklist](#)

Complaints (vrqa.vic.gov.au)

<https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx>

Appendix 1: Student Complaints and Appeals Form

This form can be used to make a **formal complaint** about:

- An BSSC course/program or related student service, including equipment and resources
- The conduct of another student(s), staff member(s), volunteer(s), or person(s) external to the BSSC with whom students interact in relation to their involvement with BSSC. E.g. disruptive behaviour, property theft or damage, bullying or discrimination
- A BSSC policy, procedure or administrative process, including an unresolved appeal against assessment or assessment result
- A health and safety issue

OR **Appeal** a formal complaint outcome

Student Details			
Surname:		Given Names:	
Date of Birth:		Phone Number:	
USI:		VETtrak Number:	
Email:			
Address:			
Course Enrolled in:			
Complaint Submission Date:			

Formal Complaint Details

What is your complaint? Please include any background information including specific dates, names and other details that will help our investigation.

Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attach copies of relevant documents.

Have you tried to resolve the matter informally? If so, what did you do, who did you ask for help and what was the result? If you have not attempted to resolve the matter informally, please explain why.

What effect has the event/action had on you? And what outcome would you like?

Please read the statements below and check the boxes in acknowledgement.

- I understand that formal investigation of my complaint requires that the details of my complaint (including my identity) may be shared with the person who is the subject of the complaint, so they can respond. These details may also be shared with potential witnesses.
- I have read the RTO Complaints Policy and the Student Procedure and understand the process, potential consequences and outcomes of lodging this complaint.

Please lodge this form and supporting documents with the Assistant Principal: VET & RTO Partnerships of BSSC (Jenny Moloney) or email them to moloney.jennifer@bssc.edu.au

We will endeavour to contact you as soon as possible regarding your application (within a maximum of 5 working days). If you are unhappy with the way your complaint is handled you may be able to appeal the outcome internally as per the attached policy.

For further information please refer to the Student Complaint & Appeal Policy or Procedure, ask your trainer, or the Assistant Principal: VET & RTO Partnerships.

Privacy notification: BSSC is subject to the Privacy Act 1988. Personal information collected on this form will be used to process and investigate your complaint. Only the people who are directly involved in the complaint will have access to information about the complaint. This complaint and further communications that form part of the complaint will be stored securely in a complaints register administered by the RTO Coordinator. You have the right to request access to your personal information.

Please see the BSSC website – Privacy Statement (<http://www.bssc.edu.au/privacy/>) for further information.

Office Use Only	
Date received:	Received by:
Referred to:	Date referred:

Resolution Details

To be used during formal meetings between the RTO and the student. Please attach further documents as per necessary.

Date of Meeting:		
Meeting attended by:		
Complaint Resolved	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Escalation Necessary	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Escalated to:		<input type="checkbox"/> N/A