

# POLICY

## Complaints and Appeals for Non-Academic Matters

*Student:* In this document 'student' refers to both students and potential students, enrolled, or seeking to enrol in a VET course of study.

Community Training Australia Pty Ltd is committed to providing education of the highest possible quality. However, from time to time, students may raise concerns resulting in complaints and appeals about matters or issues relating to their experiences in training or enrolment. In particular complaints and appeals for non-academic matters encompass issues related to enrolment, financial matters, venue, other students, information dissemination, personal treatment by staff, safety etc. All matters will be treated as confidential and will seek to include only those to whom the matter is pertaining to or required to in order to resolve the complaint. Individuals making the complaint may remain anonymous however this may impede action that can be taken to rectify or follow through with the complaint in detail.

Students, who are or would be entitled to VET FEE-HELP assistance, comprising VET units of study that meet the course requirements with a VET provider (Community Training Australia Pty Ltd) and who are, or would be entitled to VET FEE-HELP assistance, are entitled to access the grievance procedures as set out by Community Training Australia Pty Ltd, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study. These students have a right to make a complaint and to expect their complaint to be investigated fairly and without cost to the student. There will be no discrimination or victimisation against the student and/ or respondent who makes a complaint. Community Training Australia Pty Ltd ensures that all complaints are handled in a timely and transparent manner.

Policies relating to complaints and appeals policies including grievance procedures are available publically on the Community Training Australia Pty Ltd website for ease of use – <http://www.communitytrainingaustralia.com.au>, under 'Policies and Procedures'. All staff have received a copy of this document and have been trained in its application.

Complaints forms are also available for ease of use for students.

### **Procedure to follow:**

#### **1. Speak to the department concerned**

Students may contact the relevant Training Coordinator on (07) 4772 4103 for all issues. The relevant Training Coordinator will discuss your complaint with you and provide you with details of training staff or the Registered Training Organisation Manager or Finance Manager should it be required.

Alternatively students may also contact the Community Training Australia Pty Ltd main office for information about the right person to speak to.

## 2. Appropriate time to raise issues

Students should not raise issues during class time with trainers but should raise matters of concern outside of class time unless there is an immediate danger to students, staff or property. Students should raise issues that relate to their own needs and encourage others to do the same rather than raising issues for other people unless safety is involved. Trainers and Assessors as well as Training Coordinators have available to students a 'concerns form' that they may fill in to help them record issues that they feel uncertain about. This may help in expressing a concern and remembering details clearly. (The 'concern form' is for both academic and non-academic issues).

## 3. Emotional impact of concerns

Students are also welcome to speak to one of our Student Counsellors if they would prefer. The Student Counsellor will keep the matter confidential and provide support to the student in the matter but will also be happy to advocate for the student if the student would prefer (with written permission by the student).

## 4. Advocacy

Students and/ or respondents are also welcome to nominate their own support person to bring up matters of concern about non academic issues with the Training Coordinator as well. This may be for example, to have appropriate cultural support.

## 5. Urgent safety issues

If the matter is urgent and involves safety of students, staff or property, please ask for an interview immediately with a senior member of the RTO Management Team. If there is no one available to you at the time and you fear for someone's safety please notify the Police.

## 6. Make a formal complaint

If the matter is not sorted so that you feel that you have a fair or safe outcome, put your complaint in writing using a grievance/complaint form (This is available on the CTA Website <http://www.communitytrainingaustralia.com.au>).

Please submit this to The RTO Manager through the front office or through email on [admin@cta.com.au](mailto:admin@cta.com.au).

Your complaint will be responded to within 14 days or earlier by the Manager of the Registered Training Organisation or their delegate if they are absent from the position for any length of time. The Manager will contact you and investigate the matter to gain a perspective about the issue and provide written feedback about actions to be taken.

## 7. Appeal

If you are not happy with the outcome, you may ask for an independent ruling by The Review Officer (The Director) of the Registered Training Organisation who is more senior staff member. Any independent ruling by this separate senior staff member will be undertaken within 14 days.



## 8. Independent Review

If you feel that you still have not received a fair outcome or ruling and you would like to take the non-academic matter further, you may seek independent recommendation from external dispute resolution agencies or utilise the Independent Review Mechanism provided by ACPET the Australian Council for Private Education and Training <http://acpet.edu.au/students/student-support/appeals> or through seek independent legal advice. Please note that the current fee to lodge an External Appeal through ACPET is \$200.

Company: Australian Council for Private Education and Training (ACPET)

Email: [student.appeals@acpet.edu.au](mailto:student.appeals@acpet.edu.au)

Telephone: 1800 657 644

Community Training Australia Pty Ltd will provide a response to an independent review within one week upon receiving advice from the reviewing body.

## 9. Review Process

Community Training Australia Pty Ltd, under the direction of the Review Officer (Director), will take into consideration any recommendations arising from the external review. The Review Officer (Director) will raise issues of concern, or recommendations for change of process from any independent source in the next RTO Management Meeting under Continuous Improvement in order to provide change to ensure issues impacting students negatively have been resolved. At the end of the review process the Review Officer (Director) will sign off that the matter is complete and notify relevant staff and student of the outcome. Where the company is required to provide notice of an outcome to the complainant, a written response will be provided.

All staff members will be informed of specific changes in staff meetings and changes to process or policies will be recorded in the Staff Handbook.

## 10. Feedback to Student

Students are able to request at any stage written feedback about the progress of the complaint and the outcome of this complaint. Feedback will be provided within 14 days of the request.

## 11. Record of Complaint

All complaints will be held confidentially on file for a period of 5 years. These records can be accessed by the student during this time by requesting a copy from the RTO.

## 12. Public Access of Policy and Procedure

This Procedure will be published on the CTA Website:

<http://www.communitytrainingaustralia.com.au>

This procedure has been approved by the Governing Body of Community Training Australia Pty Ltd- Toni Mehigan (Director), as of the 2 November, 2011.