

Objective:

To ensure that Latrobe Lifeskills provides an effective, efficient, professional and confidential process for addressing and resolving Students grievances, complaints and/or appeals.

Scope:

This applies to all Students enrolled or seeking enrolment with Latrobe Lifeskills for the delivery of training and assessment and associated services.

Policy Statement:

All Students be made aware of the Students Grievance, Complaints and Appeals Policy and Procedure upon enrolment via the issuance of the Student/Participant Handbook.

Latrobe Lifeskills will manage grievances, complaints and appeals in a professional and confidential manner and will ensure a fair, equitable and efficient investigation in its efforts to achieve a satisfactory result for all parties.

Definitions

A Student grievance, complaint or appeal is deemed to be dissatisfaction with the standard of service provided by the Registered Training Organisation (RTO) in relation to all training and assessment activities and processes, including but not limited to:

- Student selection and enrolment decisions;
- Training and delivery;
- Assessment;
- Issuing of results, statements of attainment, certificates of completion;
- Equal opportunity, including discrimination, harassment, bullying, victimisation;
- Student services and amenities.

Process Steps:

1 Process Step

Students must complete a Grievance, Complaints and Appeals form and forward to the CEO or the Executive Team for resolution.

As a Registered Training Organisation Latrobe Lifeskills complies with the Australian Quality Training Framework (AQTF) Essential Standards for Registration and Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers at all times.

As a provider of Nationally Recognised Training, Latrobe Lifeskills encourages feedback from Students. Without this valuable feedback, Latrobe Lifeskills cannot improve internal processes on an ongoing basis.

Upon receipt of a Students grievance, complaint or appeal, the CEO or the Executive Team will log, address and close out the issue

Responsibilities Links

(LL) CEO

(LL) Operations
Manager

through the organisation's Policy and Procedure.

The complaint process is intended to obtain a mutually acceptable outcome for all parties and is intended to allow the parties to continue in a productive, professional working relationship.

- The complaint is recorded in writing and it determines how the complainant would like it to be resolved;
- Latrobe Lifeskills will keep the complaint, carer or community member fully informed of the proposed actions and the timeframe for completion;
- An enquiry will take place to ascertain all the facts of the alleged complaint or grievance;
- Latrobe Lifeskills will endeavour to act in good faith to obtain a resolution by discussion with all concerned, with the complainant's permission.

Latrobe Lifeskills will encourage Students to approach a grievance, complaint or appeal with an open view and attempt to resolve the issues through discussion and conciliation. If a satisfactory resolution cannot be achieved for the issue, an appeals committee will be formed.

An appeals committee will comprise at least three of the following people (providing that the complainant and the subject of the complaint, if it relates to the action or inaction of a person, are ineligible to participate in the appeals committee set up to consider that particular complaint):

- A trainer with the expertise in the area concerned;
- A Student enrolled in the area concerned;
- CEO or the Executive Team
- An advocate for the Student;
- An independent staff member.

If appropriate, additional Students may include:

- An interpreter where required.

The panel will determine the outcome of the complaint or the appeal and the Student will be advised in writing, within 5 working days, of the decided outcome including the rationale for the decision. If the complainant is satisfied with the agreed resolution and actions will be implemented and the complaint or appeal will be closed.

Where a grievance, complaint or appeal cannot be resolved through discussion, conciliation or via the appeals committee, Latrobe Lifeskills acknowledges the need for an appropriate external and independent agent to mediate between the parties. In this instance, Latrobe Lifeskills will provide Students with the details of external

authorities that they may approach and escalate with respect to the issues if required.

Latrobe Lifeskills will ensure all discussions, investigations and findings relating to complaints, grievances and appeals are documented and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision, within five (5) working days of the decision being made.

2 Appeals for Accredited Courses

In the case of Students undertaking an AQTF Accredited Course, they have the right to appeal decisions made by the RTO where reasonable grounds can be established. The areas in which a student may appeal a decision made the RTO may include:

- Enrolment decisions;
- Assessment conducted;
- Deferral, suspension, or cancellation decisions made in relation to the Students enrolment;
- Or any other conclusion / decision made after a complaint has been dealt with by the RTO in the first instance.

- To activate the appeals process the student is to complete a Grievance, Complaints and Appeals Form which is to include a summary of the grounds of appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained, investigated, and help and support with this process can be obtained from the CEO or the Executive Team.
- Latrobe Lifeskills shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The CEO shall ensure that the RTO acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- where a Student has appealed a decision or outcome of a formal complaint they are required to notify the RTO in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through the CEO or the Executive Team and shall ensure the details of the appeal are added to

(LL) CEO

(LL) Operations
Manager

the Grievances, Complaints and Appeals Register.

- The CEO or the Executive Team shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal, or escalate to the CEO as appropriate.
- The Student shall be notified of the outcome with reasons for the decision, and the 'complaints and appeal register' updated. The Student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Student is required to notify Latrobe Lifeskills they wish to proceed with the external appeals process.

Assessment appeals under AQTF accredited courses

- Where a Student wishes to appeal an RTO assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the Student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not gained.
- If this is still not to the Students satisfaction the Student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with the CEO or the Executive Team and the appeal shall be entered into the 'Complaints and Appeals Register'.
- The CEO or the Executive Team shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by the RTO.
- The Student shall be notified in writing of the outcome with reasons for the decision, and the Grievance, Complaints and Appeals Register updated. The Student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Student is required to notify the RTO if they wish to proceed with the external appeals process.

Nothing in this policy and procedure limits the rights of Students to take action under Australia's Consumer Protection laws. Also, these dispute resolution procedures do not circumscribe a Student's rights to pursue other legal remedies.

3 External resolution and escalation to VRQA

If the student is still dissatisfied with the decision of Latrobe Lifeskills' RTO, the student may wish to place a complaint about the RTO to

the Victorian Registration and Qualifications Authority (VRQA) directly. Please be aware that VRQA does not act in a mediation capacity.

If the internal grievance, complaint and/or appeal did not reach a desired outcome by all parties, and the student still believes the RTO is breaching or has breached its legal requirements, the student can submit and escalate the complaint to VRQA.

Latrobe Lifeskills will assist with directing the Student to VRQA:

- Complaint can be logged digitally on their Complaints website via <https://www2.vrqa.vic.gov.au/make-complaint>
- Complaint can be completed in writing. Students have two options to submit the complaint:
 1. Complete an online Form on the VRQA Complaints Website
 2. Send the letter to:
Manager, Complaints Unit
VRQA, GPO Box 2317
Melbourne VIC 3001

If the student is unable to make a complaint in writing, the student can make a complaint in-person or call VRQA on:

**Level 4
Casselden
2 Lonsdale Street
Melbourne Vic 3000
Phone: 03 9637 2806**

Information by VRQA to include in your complaint:

- the name of the school, registered training organisation (RTO), education provider or student exchange organisation (SEO), and/or the course you're complaining about
- an outline of issues you are complaining about, for example. what happened, what was the impact of that event and how has it affected you?
- any document or materials you may have to support your complaint, such as letters or emails between you and the organisation, marketing materials and letters from other people who are affected
- any relevant dates of events or details about the steps you have taken to resolve the matter
- an idea of what you want to happen as a result of making a complaint, for example, what action you want the provider to take.

The complaint is more likely to be resolved if the student can specify which of the registration standards or guidelines you believe the school, RTO, education provider or SEO is not meeting.

Internal Files/Links:

- Easy English - Human Rights Charter
- dKnet General Info
- FairWork Commission- Anti-Bullying Benchmark
- dKnet General Info

Quality Document References:

- Complaints: Policy and Procedure -(LL) Administration
- Feedback - Staff & Community: Policy and Procedure -(LL) Human Resources/Industrial Relations

References to Standards and Legislation:

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| <ul style="list-style-type: none"> : AQTF Users Guide : Equal Opportunity & Human Rights Commission : FAIR WORK ACT 2009 : FAIR WORK AMENDMENT ACT 2013 : Fair Work Australia Fact Sheet : VIC CHARTER OF HUMAN RIGHTS & RESPONSIBILITIES ACT 2006 NSDS: Standard 4 - Feedback and Complaints
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