



POLICY- Complaints and Appeals		
Title	Complaints and Appeals	
Purpose Describe policy intent	Outline conditions under which the College will manage any complaint, grievance or appeal that is made about the delivery and assessment of our courses or services.	
Scope List who this policy and procedure applies to	Office Staff Centre Coordinators Tutors Learners and prospective Learners	
References and legislation	National Vocational Education and Training Regulator Act 2011 Standards for RTO Organisations 2015 Fair Trading Act 1997 Fair Trading Regulation 2012 Privacy Act 1988	
Definitions	Complaint -a concern raised by an individual or group about any of our courses or services. Appeal – a request for a re-assessment or a Learners' outcome. Refund – The return of fees and changes paid by Learners. Cancelled Courses – any course which is not conducted for any reason, either before or after its due commencement date and time.	
Policy	<p>The College provides the opportunity and encourages any Learner with a Complaint, grievance or appeal to notify the College in writing outlining their dissatisfaction with the course or service that we deliver.</p> <p>All Complaints will be treated efficiently in a confidential, impartial manner free of repercussions and a written final outcome will be provided.</p> <p>Processing of complaint will be finalised within prescribed timeframes as stated in Standards for RTOs 2015. If a complaint or dispute or appeal cannot be resolved and the complainant so requests, the college provides for review by a party independent of the RTO and the complainant, such as the Australian Mediation Association (http://ama.asn.au) or other mutually agreed professional person or organisation.</p> <p>All complaints will be logged in the College's Continuous Improvement record and analysed and acted upon in order to identify potential causes of similar complaints and take corrective action to eliminate or mitigate likelihood of recurrence.</p> <p>Records of complaints, grievances and appeals and relevant refunds will be confidentially recorded in College database.</p>	
Relevant documentation	College Brochure Fair Trading website http://www.fairtrading.nsw.gov.au/ftw/home.page? Access and Equity Policy Assessment Policy	
Created: 15/04/2016 Updated: 22/04/2016	Page 1 of 2 Printed copies not controlled	4D Location: CSD98 File name: Policy-Complaints and Appeals v2 4DCSD98



Macarthur Community College Inc
RTO ID 6860

	Complaints and Appeals Procedure 4DCSD345 Standards for Registered Training Organisations (RTO's) 2015 Section 6, Clauses 6.1 to 6.6 Pages 71-72
Communication and support for staff	Policies are available to all staff via electronic access upon commencement with the College. Updates will be communicated via email notification. Hard copies will be made available upon request
Procedure	Appeals Assessment Complaints

Review date	March 2016			
Mapping to Standards for RTOs	6.1, 6.2, 6.3, 6.4, 6.5,			
Version and Date issued	Version	2	Date issued	22/04/16
Developed By	VET Manager			
Approved by	Principal			

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