

# Complaints, Grievance and Appeal Policy and Procedure

## Purpose

In a multicultural and complex community such as Institute of Training and Further Education (iTFE), interactions between students and other students and staff are many and varied.

Feedback from students about administrative and academic programs, services and staff is encouraged including situations where students may feel that they have experienced unreasonable treatment, disadvantage or distress.

The following policy outlines the organisations commitment to providing and maintaining training services that are fair and reasonable and making available a mechanism where issues or inadequacies can be resolved and provides clients with a clear process to register a complaint, grievance or appeal ensuring all parties involved are kept informed of the resulting actions and outcomes.

This process provides opportunity for complaints, grievances and appeals to be forwarded to iTFE management in a timely and confidential manner.

## Scope

The policy applies to complaints and grievances relating to iTFE's operations, its staff or another iTFE student. It also covers appeals to decisions including assessment decisions that iTFE makes. The policy also applies to any services provided by a third party on iTFE's behalf.

## Policy

### Responsibilities of Managers, Staff and Students

Managers and other designated staff at iTFE are responsible for responding appropriately to complaints, grievances and appeals and managing the resolution process in keeping with the iTFE's procedural fairness principles and any other relevant policies and procedures.

They are also responsible for ensuring that staff and students involved in the resolution process understand their rights and responsibilities in relation to this policy.

All students and staff have a responsibility to contribute to the achievement of a productive, safe and equitable study and work environment at iTFE. In particular, students and staff have a responsibility to:

- participate in the complaint, grievance and appeal resolution process in good faith
- cooperate fully in any investigation process
- assist the complaint//grievance/appeal handler in reaching satisfactory resolution wherever possible
- avoid addressing the same matter to several different units or individuals at the same time.

### Procedural Fairness

Grievance procedures must take account of the principles of procedural fairness which apply to the complainant, the respondent and the investigating officer. Principles of procedural fairness encompass the following:

- complaint, grievance and procedures should be explicit and known to all
- those with grievances should access the stated grievance procedures
- complaints, grievances or appeals should be made as soon as practicable after the alleged behaviour/incident occurs
- the complaint, grievance or appeal should be clearly defined

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- the complaint, grievance or appeal should be dealt with as soon as possible
- the principles of natural justice which include:
  - the right to know the allegations;
  - the right to respond; and
  - the right for any inquiry to be free from bias.

It should be noted that the application of the principles of procedural fairness can vary depending upon the context and nature of the complaint, grievance or appeal and the nature of the proposed response.

### Complaints Grievance and Appeals Process

#### Overview

If a student has a complaint or grievance or believes that they have not received a fair and accurate decision they are encouraged to speak immediately with an iTFE staff member to resolve the issue. If the complainant/appellant is not satisfied that the issue has been resolved they will be asked to complete a Complaints, Grievance and Appeals Form (CGAF) available on the iTFE website.

iTFE will then investigate and advise the complainant/appellant of the outcome. A complaint, grievance or appeal should not take more than 60 days to finalise. Where iTFE believes this timeframe will not be adhered to, iTFE will provide in writing the reasons why and provide regular updates on the progress of the matter until it is resolved. All responses during the process will be provided in writing.

All complaints, grievances and appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training.

Where the matter is unable to be resolved through the iTFE internal process an independent review will be undertaken if requested. Complainants and appellants are able to use their own external party or the complainant or appellant can directly contact other external agencies listed below including:

- National Complaints Hotline
  - National service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/ authority/ jurisdiction to assist with their complaint.
  - Consumers can register a complaint with the National Training Complaints Hotline by:  
Calling: 13 38 73, Monday–Friday, 8am to 6pm nationally or email:  
skilling@education.gov.au
- ASQA (Australian Skills Quality Authority)
  - ASQA is iTFE's registering body and will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate.
  - iTFE's complaints and appeals process must be followed before making a complaint about iTFE to the Australian Skills Qualification Authority (ASQA)
  - For more information, refer to the following webpage:  
<http://www.asqa.gov.au/complaints/make-a-complaint—domestic-students/make-a-complaint—domestic-students1.html>

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### Australian Consumer Law

Individuals have the right to take action under the Australian Consumer Law and to pursue other legal remedies. <https://consumerlaw.gov.au/>

### Administration

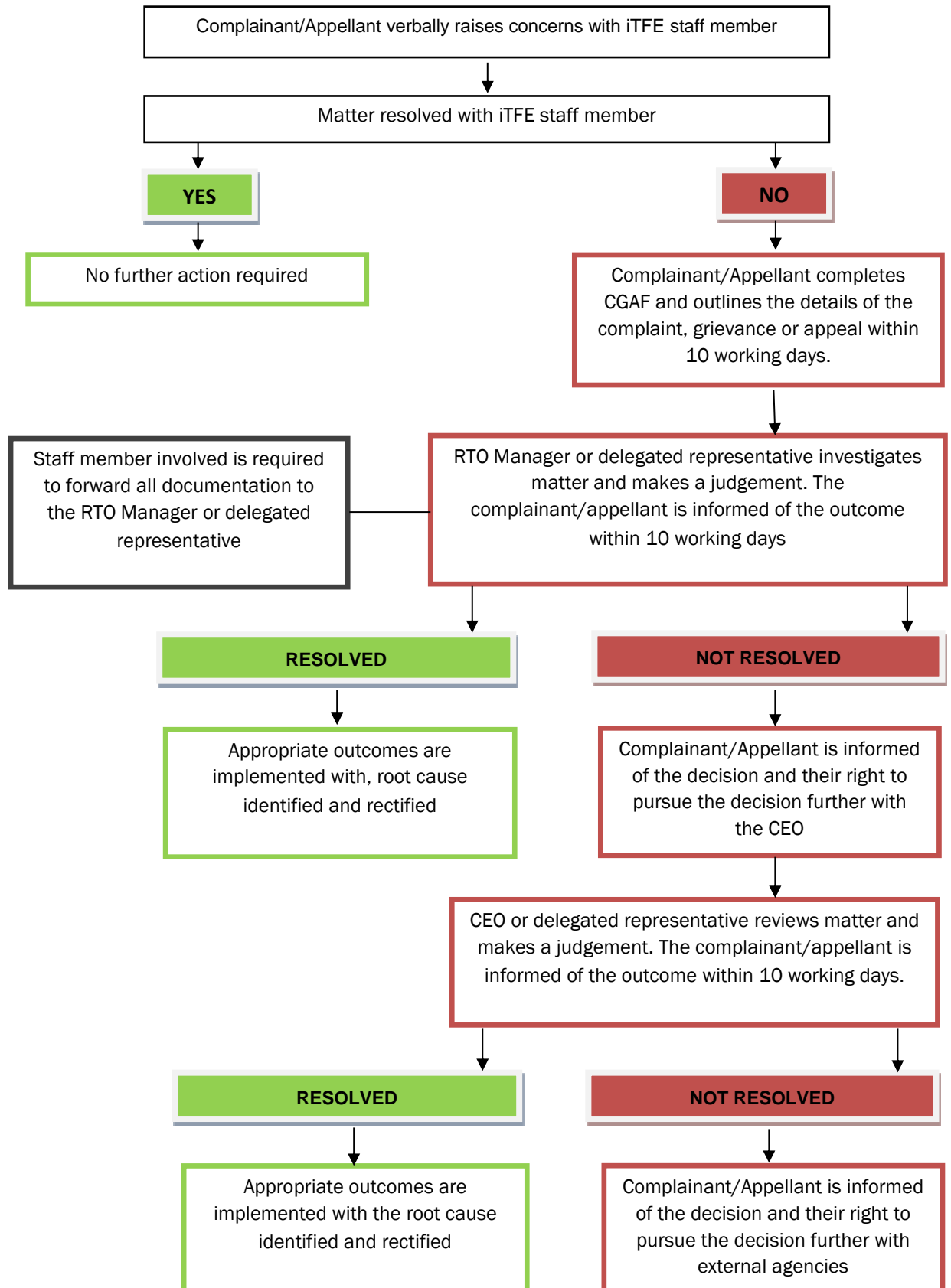
All complaints, grievances and appeals are to be documented and held securely on file. A complaints register will also be maintained.

The Complaints, Grievance and Appeals Policy and Procedure will be referenced in the Student Handbook and available on the iTFE website: [www.itfe.edu.au](http://www.itfe.edu.au)

The root cause of all complaints, grievances and appeals is to be investigated and appropriate action taken to prevent reoccurrence.

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## Document Control

<b>Document Number:</b>	PP021	<b>Developed by:</b>	Compliance Manager, Deb Defina
<b>Policy Owner:</b>	Chief Executive Officer	<b>Approver Name &amp; Role:</b>	Craig McGrath, CEO
<b>Evidence of Approval:</b>	Email	<b>Electronic Record:</b>	I:\iTFE\iTFE Quality Framework\Policies, Forms, Checklists
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<b>Compliance/Standard Reference</b>	Standards for Registered Training Organisations 2015: Clauses 1.7, 5.4 and 6.1 to 6.6		

### Revision Record:

Date	Version	Revision description
28/09/2015	V2015.01	iTFE major review of all policies and procedures against Standards for Registered Training Organisations (RTOs) 2015
16/10/2015	V2015.02	Minor changes and updates
20/06/2017	V2017.01	Full policy review
11/7/2018	V2018.01	Minor changes and updates
24/01/2019	V2019.01	Title changes
18/06/2021	V2021.01	Review
30/01/2023	V2023.01	Updated to current logo, external agencies updated, corrected titles in the flow chart