

## 1. Overview

This procedure must be read in conjunction with *RL\_POL019 Complaints and Appeals Policy*.

Response Learning is committed to creating an environment where all feedback is welcome and where openness is valued. Our procedures ensure learners are informed of, and understand, the rights and obligations of all parties in the complaints and appeals process.

## 2. Responsibilities

The CEO is responsible for;

- ensuring that complaints and appeals are managed in a transparent manner in accordance with the principles of natural justice and procedural fairness; and
- offering independent review of decisions, where required.

The RTO Manager is responsible for;

- ensuring that the complaints and appeals process operates in a transparent manner in accordance with the principles of natural justice and procedural fairness;
- considering independent review of decisions where required; liaising with external third parties to review a decision where required; and
- ensuring that complaints and appeals outcomes are used to inform continuous improvement strategies within Response Learning, through the internal audit process.

Trainers and Assessors are responsible for;

- conducting themselves in a manner consistent with the Response Learning Code of Conduct to minimise the incidence of complaints and allegations;
- ensuring that learners are fully informed of Response Learning's policy and procedures for handling complaints and appeals;
- assisting a complainant or appellant to resolve concerns directly and informally with parties involved in the first instance; and
- assisting a complainant or appellant to lodge a formal complaint or appeal, where required.
- considering complaints and appeals, where required;
- ensuring all complaints and appeals are recorded and dealt with in a transparent manner in accordance with the principles of natural justice and procedural fairness; and
- ensuring that complaints and appeals outcomes are used to inform continuous improvement strategies within Response Learning

## 3. Complaint Types

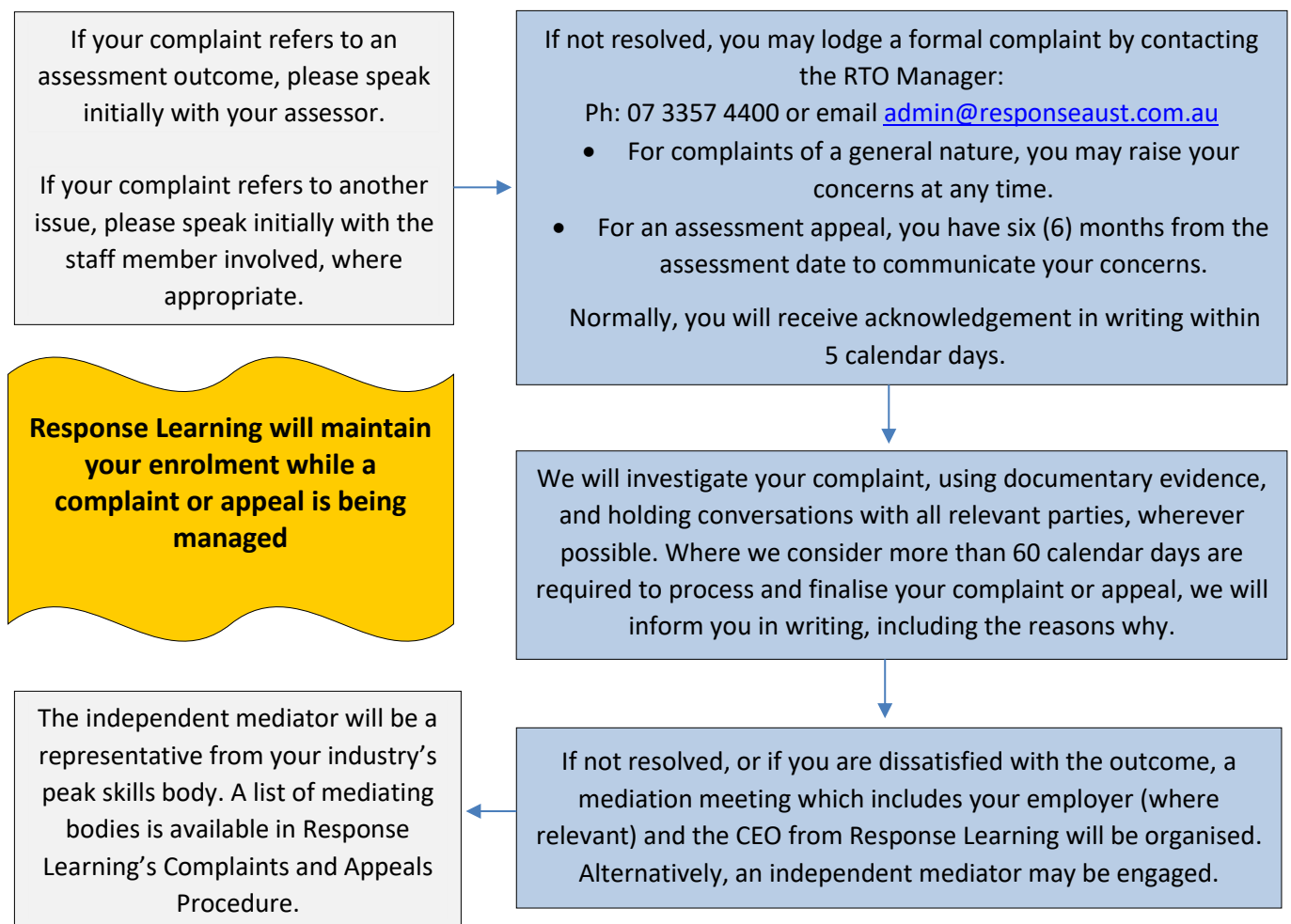
*Any complaints received that relates to the employment of a student will be referred directly to the employer for action.*

Response Learning manages and responds to complaints in relation to the quality of training and assessment, the quality of client service, and compliance with the VET Quality Framework, including allegations involving the conduct of:

- Response Learning, its trainers, assessors, or other employees,
- a third party providing services on Response Learning’s behalf, its trainers, assessors, or other employees, and
- a training participant of Response Learning.

## 4. Procedure

The processes for making complaints and academic/assessment appeals are represented in the following diagram, with the full written procedures available by emailing [admin@responseaust.com.au](mailto:admin@responseaust.com.au). The procedures detail responsible officers, timeframes, the rights and integrity. We will maintain a training participant’s enrolment while a complaint or appeal is undergoing resolution.



## 5. External mediating bodies

If an independent external mediator is required to review a decision made by the RTO, this will be a representative from the industry's peak skills body related to the student's training program. This body will have knowledge of the training program and of Response Learning's delivery, through consultation with development of Training and Assessment Strategies.

The use of the mediating bodies listed below is not mandated but suggested. Students are welcome to suggest alternative bodies on a case by case basis – Response Learning is committed to the principles of natural justice and procedural fairness.

i.e.

<b>Training Program industry area</b>	<b>Independent mediating body</b>
Meat Processing	<ul style="list-style-type: none"><li>• MINTRAC, or</li><li>• Queensland Manufacturing Institute (QMI), or</li><li>• manufacturing state advisory body (whichever relevant)</li></ul>
Tourism	<ul style="list-style-type: none"><li>• QTIC, or</li><li>• Tourism Whitsundays, or</li><li>• Tourism state advisory body (whichever relevant)</li></ul>
Maritime	<ul style="list-style-type: none"><li>• Captain Richard C Johnson; senior maritime advisor</li></ul>
Business	<ul style="list-style-type: none"><li>• As listed in this table relevant to industry being delivered to</li></ul>
Other manufacturing	<ul style="list-style-type: none"><li>• Queensland Manufacturing Institute (QMI), or</li><li>• manufacturing state advisory body (whichever relevant)</li></ul>