



Complaints and appeals procedures

This complaints and appeals policy is publicly available

<http://mtmaria.com.au/teaching-and-learning/vocational-education>

Complaints and appeals are managed by the College in a fair, efficient and effective manner. Mt Maria Senior College will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal.

The College will create an environment where student's views are valued. Complaints arise when a student is dissatisfied with an aspect of the College RTO's services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the College RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions. Students with either a complaint or an appeal will have access to informal complaint process or a formal complaint or appeal process

If the school RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

The Program Leader - VET will maintain a secure Complaints and Appeals Register, which documents all complaints, appeals and their outcomes.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to eliminate or mitigate the likelihood of reoccurrence.

The Principal (as the chief executive officer) of the school RTO is ultimately responsible for ensuring that the school RTO complies with the VQF. This includes the complaints and appeals policy and procedures.

Students with a complaint or appeal have access to both informal and formal procedures.

Informal complaint

- the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the College, e.g. the VET teacher, who will make a decision and record the outcome of the complaint
- person(s) dissatisfied with the outcome of the complaint to the teacher may then communicate the complaint to the Program Leader - VET, who will make a decision in regards to proceeding with a formal complaint or appeal process
- person(s) dissatisfied with the outcome of the complaint may initiate a 'formal complaint' with the Principal

Formal complaint or appeal

- formal complaints may only proceed after the informal complaint procedure has been finalised
- all formal complaints or appeals will go to the Principal
- the complaint or appeal and its outcome shall be recorded in writing through a Complaints and appeals record form
- on receipt of a formal complaint or appeal the Principal shall convene an independent panel to hear the complaint; this shall be the complaint and appeal "complaint committee"
- the complaint and appeal committee shall not have had previous involvement with the complaint or appeal, should include representatives of: the Principal, teaching staff and an independent person
- the student shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
- the relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
- the complaint and appeal committee will make a decision on the complaint
- the complaint and appeal committee will communicate its decision on the complaint to all parties in writing within five working days of making its decision.

If a student is still not satisfied, the RTO Manager will refer them to the Queensland Studies Authority appeals and complaint process <https://www.qcaa.qld.edu.au/senior/vet/rto-registration-audits/appeals-complaints-enforcement>



The College uses the Complaints and appeals register as invaluable data about aspects of the College's operations that could be improved.

Complaints or appeals should be directed to the Principal as CEO of the school RTO:

gmconville@bne.catholic.edu.au