

Policy and Procedure No.17

Complaints and Appeals

1. Policy Objective

The objective of the Complaints and Appeals Policy and Procedure for St John Ambulance Western Australia Ltd (St John) Registered Training Organisation (RTO) No. 0392 (St John RTO) is to ensure that St John RTO provides a complaints and appeals avenue to participants and to meet the Standards for RTOs 2015.

This Policy and Procedure supports the following Standards for Registered Training Organisations 2015:

- ▶ Standard 6.1;
- ▶ Standard 6.2;
- ▶ Standard 6.3;
- ▶ Standard 6.4;
- ▶ Standard 6.5; and
- ▶ Standard 6.6.

This St John RTO Policy is consistent with the St John Organisational Policy.

2. Policy

St John RTO will inform all course participants that they have the right to seek redress if they believe that they have been treated unfairly or if they are not satisfied with any of the training or assessment outcomes and the procedure that they must follow.

St John RTO will manage its complaints and appeals procedure by:

- ▶ Actively encouraging the participant to discuss any grievance with their Trainer and Assessor;
- ▶ Providing an easily accessible means of lodging complaints and appeals via St John Website RMSS and Observation Checklists appeals (completed via LMS) via St John RTO LMS Appeals system;
- ▶ Providing acknowledgement to the participant of the lodgement of the complaint or appeal;
- ▶ Investigating the complaint or appeal within the specified timeframes;
- ▶ Communicating the outcome of the complaint or appeal within the specified timeframes;
- ▶ Securely maintaining records of all complaints and appeals and their outcomes;
- ▶ Identifying potential causes of complaints and appeals and take the appropriate action to eliminate the potential for further occurrences; and
- ▶ Informing the participant about the National Training Complaints Hotline NTCH@education.gov.au if the complaint or appeal is unresolved.

St John RTO participants and clients have the right to lodge a complaint or appeal within three (3) months of completing a course.

This Policy and Procedure is to be read in conjunction with:

- ▶ **St John RTO Policy and Procedure No. 22 Records Management;** and
- ▶ **St John RTO Policy and Procedure No. 29 Continuous Improvement.**

St John RTO Stakeholders may have written Workplace Instructions in place to supplement this Policy and Procedure.

Policy Administration		
Directorate:		Responsible Manager:
Community Services		Executive Manager Education Services
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	July 2017
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
Version:	Decision Reference:	Synopsis:
1	Document Created	VET Reform and Standards for RTOs 2015
2	Minor Changes	St John RTO Stakeholder Feedback provided on 30/6/2015
3	Updated Spelling/Formatting	Following Review of Compliance Documentation
4	To include new web site	Website process