Complaints and appeals
March 2015

Policy statement

To be compliant with Standard 6 of the Standards for Registered Training Organisations (RTOs) 2015 Maroochydore State High School must have a publicly available complaints and appeals policy.

Maroochydore State High School 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. If Maroochydore State High School 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 designated person will maintain a secure Complaints and Appeals Register, which documents all formal 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 Maroochydore State High School is ultimately responsible for ensuring that Maroochydore State High School complies with the VQF. This includes the complaints and appeals policy and procedures.

Policy information on school website:

Maroochydore State High School includes the following information on the public website:

Maroochydore State High School has a complaints and appeals policy specific to the RTO operations

A complaint can be made to the school Registered Training Organisation (RTO) regarding the conduct of
- Maroochydore State High School, its trainers, assessors or other school RTO staff;
- students of Maroochydore State High School;
- any third parties providing services on behalf of Maroochydore State High School (if relevant)

An appeal can be made to Maroochydore State High School to request a review of a decision, including assessment decisions.

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

Complaints or appeals should be directed to the principal as CEO of Maroochydore State High School admin@maroochysh.eq.edu.au.
Procedures in this document
1. Complaints procedure
2. Appeals procedure

Complaints procedure

Informal complaint:
1. The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the School who will make a decision and record the outcome of the complaint.
2. Person(s) dissatisfied with the outcome of the complaint to the teacher may then complain to the relevant Head of Department (HOD) or equivalent, who will make a decision and record the outcome of the complaint.
3. Person(s) dissatisfied with the outcome of the complaint to the relevant HOD may initiate a ‘formal complaint’.

Formal complaint:
1. The complaint may put in a formal complaint without going through the informal complaint process if they feel it is warranted.
2. The complaint and its outcome shall be recorded in writing on the Complaints and Appeals form.
3. On receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the ‘complaint and appeal committee’.
4. The complaint committee shall not have had previous involvement with the complaint and should include representatives of:
   a. The principal
   b. The teaching staff
   c. An independent third party
5. The complainant shall be given an opportunity to present their case to the committee and may be accompanied by third party personnel or other learner one other person as support or as representation.
6. The relevant trainer/assessor 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.
7. The complaint committee will make a decision on the complaint.
8. The complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
9. If the complaint will take more than 60 days to finalise, written notification will be given to all people involved explaining the delay.

- All formal complaints must be in writing and addressed to the principal, as CEO of Maroochydore State High School;
- On receipt of a written complaint:
  - A written acknowledgement is sent to the complainant from the Principal (via admin support);
  - The complaint is forwarded to the RTO manager.
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The principal and/or the RTO manager will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee;
  - The complaints committee shall not have had previous involvement with the complaint and will include representatives of:
    - The principal;
    - The teaching staff, and;
    - An independent person.
• The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
• The relevant staff member, third party or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
• The outcome/decision will be communicated to all parties in writing within 60 days;
• If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of Maroochydore State High School;
• If the complainant is still not satisfied, the principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html).

The root cause of any complaint will be included in the systematic monitoring and evaluation processes of Maroochydore State High School so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.

Appeals procedure

Learners are informed at their Induction, of their right to request a review of a decision. This may include:
• Appeal of an assessment decision made by either Maroochydore State High School or a Third Party providing services on behalf of Maroochydore State High School (if relevant)

Informal appeal:
1. the initial stage of any appeal shall be for the appellant to communicate directly with the operational representative of the School, e.g. the teacher, who will make a decision and record the outcome of the appeal
2. person(s) dissatisfied with the outcome of the appeal to the teacher may then appeal to the relevant Head of Department (HOD) or equivalent, who will make a decision and record the outcome of the appeal
3. person(s) dissatisfied with the outcome of the appeal to the relevant HOD may initiate a ‘formal appeal’.

Formal appeal:
4. the appellant may put in a formal appeal without going through the informal appeal process if they feel it is warranted.
5. the appeal and its outcome shall be recorded in writing on the Complaints and Appeals form.
6. on receipt of a formal appeal the principal shall convene an independent panel to hear the appeal; this shall be the ‘complaint and appeal committee’
7. the complaint and appeal committee shall not have had previous involvement with the appeal and should include representatives of:
   a. the principal
   b. the teaching staff
   c. an independent third party (if relevant)
8. the appellant 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
9. 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
10. the complaint and appeal committee will make a decision on the appeal
11. the complaint and appeal committee will communicate its decision on the appeal to all parties in writing within 5 working days of making its decision.
12. If the appeal will take more than 60 days to finalize, written notification will be given to all people involved explaining the delay.

The outcome of all complaints and appeals will be reviewed as part of Maroochydore State High School’s quality assurance processes. Any rectifications identified by those processes will be acted on in a timely manner.

- All formal appeals must be in writing and addressed to the principal, as CEO of Maroochydore State High School;
- On receipt of a written appeal:
  - a written acknowledgement is sent to the appellant from the Principal (via admin support);
  - the appeal is forwarded to the RTO manager;
- If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The principal and/or the RTO manager will either deal with the appeal or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee;
  - The appeals committee shall not have had previous involvement with the appeal, and will include representatives of:
    - the principal;
    - the teaching staff, and;
    - an independent person.
- The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The outcome/decision will be communicated to all parties in writing within 60 days;
- If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of Maroochydore State High School;
- If the appellant is still not satisfied, the principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html).

The root cause of any appeal will be included in the systematic monitoring and evaluation processes of Maroochydore State High School so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.
Name: ....................................................................................................................................................................

Course Name: ........................................................... Course Code: ............................................................

Student to complete the following to indicate the Element of Competency/Learning Outcome you want to RPL.

Competency name and code: ........................................................................................................................................

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Description</th>
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<tbody>
<tr>
<td></td>
<td>Summary of the reasons for your application</td>
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<tr>
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<td>(Include any additional information you will present as part of your application). Attach extra pages needed.</td>
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Applicant’s Signature: ................................................................. Date: ............................................................

ASSESSOR’S COMMENTS AND RECOMMENDATION

Signature: ................................................................. Date: .............................................................

NOTIFICATION by RTO Manager

RPL is/is not granted for the Element of Competency/Learning Outcome because

RTO Manager’s signature: ................................................................. Date: .............................................................
VOCATIONAL EDUCATION AND TRAINING
VOCATIONAL EDUCATION
COMPLAINTS AND APPEALS FORM

THIS CONFIDENTIAL PROCESS IS ONLY FOR THE VOCATIONAL COMPONENT OF THE COURSE. Complaints or appeals should be directed to the Principal – Maroochydore State High School

Name: ....................................................................................................................................................................

Date of original assessment decision/complaint: ........................................................................................................

Certificate name/code: ........................................................................................................................................

Complete the following to indicate the decision/s against which you wish to appeal/formally complain.

Competency name and code: ......................................................................................................................................

<table>
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<tr>
<th>COMPETENCY</th>
<th>FOR RTO USE</th>
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<tr>
<td>NO.</td>
<td>DESCRIPTION</td>
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<td>SUMMARY OF THE REASONS FOR YOUR APPEAL/COMPLAINT</td>
<td>(List the additional information you will present as part of your appeal/complaint)</td>
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Complaint/Appeal Committee decision and reasons:

Applicant’s Name: ...................................................................................................................................................

Applicant’s Signature: ................................................................. Date: ........................................

Support Person’s Name (representing Applicant’s): .................................................................................................

Support Person’s Signature: ................................................................. Date: ........................................

20 March 2015 ‘Correct at time of publication but subject to change’
COMPLAINTS/APPEALS COMMITTEE

Principal Name: ...................................................................................................................................................

Teaching Staff Name: ..........................................................................................................................................

Independent Third Party: ....................................................................................................................................

Date: ............................................................................................................................................................

Please note:
- The complaint/appeal committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
- If the complaint will take more than 60 days to finalise, written notification will be given in all people involved explaining the delay.

NOTIFICATION

Competency is/is not granted for the Competency: ..............................................................................................

Complaint will be addressed on: ................................................................................................................................

Principal’s Signature: ................................................................................................................................. Date: .................................

Responses are to be kept in a secure Complaints and Appeals Register.
<table>
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<tr>
<th>Appeal or Complaint – Date and Summary</th>
<th>Outcomes</th>
<th>Date of Outcome</th>
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