



Any person wishing to make a complaint against the school concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints procedure.

The Director of Senior Schooling will keep a '*Register of Complaints*,' which documents all formal complaints or appeals and their resolution.

Complaints Procedure

Persons with a complaint concerning the manner in which the College conducts its responsibilities as an RTO, have access to the following procedure:

Informal Complaints Procedure:

- ✚ The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the College, e.g. the 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 complain to the Director of Senior Schooling, who will make a decision and record the outcome of the complaint.
- ✚ Person(s) dissatisfied with the outcome of the complaint to the Director of Senior Schooling may initiate a formal complaint

Formal Complaints Procedure:

- ✚ All formal complaints must be in writing and addressed to the principal, as CEO of the RTO;
- ✚ 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 the RTO;
- + 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).

Appeals Procedure

- + All formal appeals must be in writing and addressed to the principal, as CEO of the RTO
- + 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 the RTO;
- + 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).