

Student Complaints and Appeals

Objective

The objective of this Policy is to ensure that Cire Training has a fair and transparent means for students to make formal complaints and appeals, and that Cire Training deals with complaints and appeals in a constructive, timely and sensitive manner.

Cire Training aims to ensure that students are satisfied with Cire Training programs and that all programs meet the standards set by the organisation as well as the obligations Cire Training has under the Australian Quality Training Framework, and State and Federal legislation.

Scope

- Cire Training, it's trainers, assessors or other staff;
- A third party providing services on Cire Training's behalf, it's trainers, assessors or other staff; or
- A student of Cire Training.

Policy

Cire Training welcomes suggestions or ideas for improving services, and appreciates being informed about any difficulties experienced by students in their dealings with Cire Training.

Cire Training will ensure that when dealing with complaints and appeals:

- All disputes are handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- All students and Cire Training staff are provided with information about the complaints process.
- The complaints and appeals process is accessible to all students and prospective students free of costs and charges at all stages and encourages timely resolution based on principles of social justice (access, equity, participation and rights).
- The complaints and/or appeals processes do not disadvantage complainants and/or appellant.
- Anonymous concerns cannot transpire into formal grievances. As such, the aggrieved student/s must be identified and a written complaint must be submitted to the RTO Manager for formal proceedings to commence under the complaints and appeals procedure.
- The complainant may be assisted and accompanied by a third party (non-legal), if desired, to provide support, information or advocacy.
- Complainants and/or appellants will be kept informed of the progress of their complaint/appeal and the final resolution.
- Complainants and/or appellants will be advised of avenues for further review of their complaint/appeal if not satisfied with the resolution.
- All documentation related to the complaints process is recorded on file by Cire Training maintaining confidentiality.

Definitions

A complaint is deemed to be dissatisfaction with the procedures, outcome or quality of service provided by or the conduct of employees of Cire Training or a third party providing services on the Cire Training's behalf

in relation to the following processes:

- Enrolment.
- The quality of the training delivery.
- Issuing of results, certificates and /or statements of attainment.
- Any other activities associated with the delivery of training and assessment services.
- Other issues such as discrimination, sexual harassment, participant amenities etc.

A complaint or appeal is deemed to be formal when it is made in writing to the RTO Manager.

An appeal is a request for a review of a decision made by Cire Training (or a third party providing services on Cire Training's behalf), including decisions about assessment, made by Cire Training or a third party providing services on behalf of Cire Training. An appeal can also be made against Cire Training's outcome decision of a formal complaint.

Related Documents

- Student Complaints and Appeals procedure
- Student Handbook
- Tutor Handbook
- Continuous Improvement Policy and Procedure
- Complaints and Appeals form

Related Legislation

- Standards for Registered Training Organisations 2015

Area of Compliance

- Standards for Registered Training Organisations 2015 Standard 6

Organisational Area

Cire Training and Community Hubs

Approved by

The Board

Signature:

A handwritten signature in black ink, appearing to be 'ABS'.

Date: October 2021

Operative Date

February 2019
Updated October 2021

Review Date

October 2023