

COMPLAINTS AND APPEALS POLICY

POLICY: COMPLAINTS AND APPEALS

POLICY NUMBER:	EIT06	VERSION:	1.0
DATE ADOPTED:	1 September 2015	DATE LAST REVIEWED:	
DATE OF NEXT REVIEW:	1 September 2016	REVIEW FREQUENCY:	Annually
AUTHORISED BY:	Academic Board	REVIEWED BY:	Chief Executive Officer (CEO)
POLICY OWNER	Chief Executive Officer (CEO)		
RESPONSIBLE FOR REVIEW:	CEO, E-Learning Manager, Accreditation Manager		
REVIEW PROCESS:	CEO, E-Learning Manager, Accreditation Manager, E-Learning Coordinators		
DOCUMENT MANAGEMENT:	W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures		
COMMUNICATION	<p>All relevant staff will be automatically notified by email when the reviewed policy has been authorized.</p> <p>Staff will also be notified in the fortnightly team meetings and in the E-Learning team meetings. All meetings will be minuted.</p>		
Policy context: This policy relates to:			
STANDARDS FOR RTOS 2015	Standard 6 – Clauses 6.1-6.5		
LEGISLATION OR OTHER REQUIREMENTS	<ul style="list-style-type: none"> National Vocational Education and Training Regulator Act 2011 VET Quality Framework 		
OTHER POLICIES	<p>All EIT Overarching and Supplementary Policies</p> <p><i>Note: All EIT policies can be found in W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures</i></p>		
FORMS AND OTHER DOCUMENTS	<ul style="list-style-type: none"> LEADR Mediation Rules Principles of Resolution Student Complaints, Grievances and Appeals Procedure 		
DEFINITIONS	<p>Refer to EIT Glossary of Terms</p> <p>W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures</p>		

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EVIDENCE	See Internal EIT folders for locations of the above “Forms and Other Documents”
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Policy Information:

POLICY	EIT records complaints and appeals and ensures they are acknowledged and dealt with fairly, efficiently and effectively.
SCOPE	This policy applies to all staff, students
PROCEDURES	<p>EIT will achieve this policy by</p> <ul style="list-style-type: none"> • having a complaints policy to manage and respond to allegations involving the conduct of: <ul style="list-style-type: none"> ○ EIT, its trainers, assessors or other staff; ○ a third party providing services on EIT’s behalf, its trainers, assessors or other staff; or ○ a learner of EIT. • having an appeals policy to manage requests for a review of decisions, including assessment decisions, made by EIT or a third party providing services on EIT’s behalf. • ensuring EIT’s complaints policy and appeals policy: <ul style="list-style-type: none"> ○ ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process; ○ are publicly available; ○ set out the procedure for making a complaint or requesting an appeal; ○ ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and ○ provide for review by an appropriate party independent of EIT and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal. • ensuring that where EIT considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will: <ul style="list-style-type: none"> ○ inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and ○ regularly update the complainant or appellant on the progress of the matter. • ensuring: <ul style="list-style-type: none"> ○ the secure maintenance of records of all complaints and appeals and their outcomes; and ○ identification of potential causes of complaints and appeals and taking appropriate corrective action to eliminate or mitigate the



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	likelihood of reoccurrence.
PROCESS	Link to Process maps <ul style="list-style-type: none">○ Complaints Process○ Appeals Process

END OF DOCUMENT
