

### POLICY: COMPLAINTS AND APPEALS

<b>POLICY NUMBER:</b>	EIT06	<b>VERSION:</b>	4.0
<b>DATE ADOPTED:</b>	7 December 2020	<b>DATE LAST REVIEWED:</b>	27 July 2020
<b>DATE OF NEXT REVIEW:</b>	27 July 2021	<b>REVIEW FREQUENCY:</b>	Annually
<b>AUTHORISED BY:</b>	Academic Board	<b>REVIEWED BY:</b>	CEO, VET College Manager, Accreditation & Compliance Manager
<b>POLICY OWNER</b>	VET College Manager		
<b>DOCUMENT MANAGEMENT:</b>	W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures		
<b>COMMUNICATION</b>	<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 regular team meetings. All meetings will be minuted.</p>		
<b>Policy context:</b> This policy relates to:			
<b>STANDARDS FOR RTOS 2015</b>	Standard 6 – Clauses 6.1-6.5		
<b>LEGISLATION OR OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011</li> <li>• VET Quality Framework</li> </ul>		
<b>OTHER POLICIES</b>	<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>		
<b>FORMS AND OTHER DOCUMENTS</b>	<ul style="list-style-type: none"> <li>• Resolution Institute Mediation Rules</li> <li>• Student Complaints, Grievances and Appeals Policy and Procedure</li> </ul>		
<b>DEFINITIONS</b>	<p>Refer to EIT Glossary of Terms</p> <p>W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures</p>		
<b>EVIDENCE</b>	See Internal EIT folders for locations of the above “Forms and Other Documents”		

## COMPLAINTS AND APPEALS POLICY

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

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<b>PROCESS</b>	Link to Process maps <ul style="list-style-type: none"><li>○ Complaints Process</li><li>○ Appeals Process</li></ul>
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**END OF DOCUMENT**

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