

## COMPLAINTS POLICY

<b>POLICY NUMBER:</b>	EIT06	<b>VERSION:</b>	5.0
<b>DATE ADOPTED:</b>	7 December 2020	<b>DATE LAST REVIEWED:</b>	12 March 2022
<b>DATE OF NEXT REVIEW:</b>	12 March 2025	<b>REVIEW FREQUENCY:</b>	3 Years
<b>AUTHORISED BY:</b>	Academic Board	<b>REVIEWED BY:</b>	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 authorised.</p> <p>Staff will also be notified in regular team meetings. All meetings will be minuted.</p>		

**Policy context:** This policy relates to:

<b>STANDARDS FOR RTOs 2015</b>	Standard 6 – Clauses 6.1-6.5
<b>VET STUDENT LOANS RULES 2016</b>	Section 88.
<b>LEGISLATION OR OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• <a href="#">Standards for Registered Training Organisations (RTOs) 2015 (Cwth.)</a></li> <li>• <a href="#">National Vocational Education and Training Regulator Act 2011 (Cwth.)</a></li> <li>• <a href="#">Freedom of Information Act 1992 (WA)</a></li> <li>• <a href="#">VET Quality Framework (link to ASQA's outline of the Framework)</a></li> <li>• <a href="#">Equal Opportunity Act 1984 (WA)</a></li> <li>• <a href="#">Privacy Act 1988 (Cwth.)</a></li> <li>• <a href="#">Copyright Act 1968 (Cwth.)</a></li> <li>• <a href="#">Fair Trading Act 2010 (WA)</a></li> <li>• <a href="#">Australian Human Rights Commission Act 1986 (Cwth.)</a></li> <li>• <a href="#">Racial Discrimination Act 1975 (Cwth.)</a></li> <li>• <a href="#">Sex Discrimination Act 1984 (Cwth.)</a></li> <li>• <a href="#">Disability Discrimination Act 1992 (Cwth.)</a></li> <li>• <a href="#">Age Discrimination Act 2004 (Cwth.)</a></li> <li>• <a href="#">Disability Services Act 1986 (WA)</a></li> <li>• Google AdWords Advertising Policies.</li> <li>• <a href="#">VET Student Loans Act 2016 (Cwth.)</a></li> <li>• <a href="#">VET Student Loans Rules 2016(Cwth.)</a></li> </ul>

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<b>OTHER POLICIES</b>	All EIT Overarching and Supplementary Policies <i>Note: All EIT policies can be found at <a href="https://www.eit.edu.au/about/policies-procedures/">https://www.eit.edu.au/about/policies-procedures/</a></i>
<b>FORMS AND OTHER DOCUMENTS</b>	<ul style="list-style-type: none"> <li>EIT Website</li> <li>Student Handbook: <ul style="list-style-type: none"> <li><a href="#">Online Students</a></li> <li><a href="#">On Campus Students</a></li> </ul> </li> <li>Complaints Procedure</li> <li><a href="#">VET Student Loans Ombudsman Factsheet</a>, and</li> <li>Rules for Mediation 2016 (from the <a href="#">Resolution Institute</a>).</li> </ul>
<b>DEFINITIONS</b>	Refer to EIT Glossary of Terms - <a href="https://www.eit.edu.au/about/policies-procedures/">https://www.eit.edu.au/about/policies-procedures/</a>
<b>EVIDENCE</b>	See Internal EIT folders for locations of the above "Forms and Other Documents"

### **Policy Information:**

<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>PRINCIPLES</b>	<p>EIT will achieve this policy by:</p> <ol style="list-style-type: none"> <li>having a complaints policy and procedure to manage and respond to allegations involving the conduct of: <ol 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> </ol> </li> <li>Including any academic matters (including matters related to student progress, assessment, curriculum and awards) and non-academic matters (including matters related to enrolment in a course and personal information held by EIT).</li> <li>Making sure that complaints are resolved in a timely manner with the timing for each stage clearly advised.</li> <li>ensuring EIT's complaints procedures: <ol style="list-style-type: none"> <li>follows the thirteen rules contained in the Resolution Centre's Mediation Rules (see Appendix A). <b>Note:</b> The Rules are for guidance purposes only.</li> <li>are publicly available</li> <li>ensuring complaints are acknowledged in writing and finalised as soon as practicable.</li> </ol> </li> </ol>

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|  | <ul style="list-style-type: none"><li>4.4 making sure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.</li><li>4.5 making it clear that there is no charge for the internal or external resolution</li><li>4.6 setting out the internal and external stages of the procedure for making a complaint</li><li>4.7 the secure maintenance and confidentiality of all complaint records and their outcomes</li><li>4.8 access to these records by all involved in the procedures as required, whilst maintaining confidentiality</li><li>4.9 written notice of the decision(s) is provided to the complainant including reasons for the decision and advice about how to make an appeal against the decision</li><li>4.10 After internal review, complainants have the right to seek external review of a complaint. EIT will advise the complainant that the external review will be referred to<ul style="list-style-type: none"><li>• The Commonwealth Ombudsman for domestic and overseas students, or</li><li>• the VET Student Loans Ombudsman (VSLO) for students that hold a HELP balance, (unless the complaint falls outside of the VSLO's jurisdiction e.g. personal information), and</li><li>• EIT will make provision for alternative external parties as required.</li></ul></li><li>4.11 identification of potential causes of complaints and taking appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence</li><li>5. 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>5.1 inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and</li><li>5.2 regularly update the complainant or appellant on the progress of the matter.</li></ul></li></ul> |
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