

COMPLAINT POLICY

(IN ACCORDANCE WITH h&h REGULATIONS)

Scope:

This policy has been developed to protect the interests and reputation of h&h Accredited Training ('the business') and relates to all attendees at h&h Accredited Training, 98 South St Granville NSW in the matter of:

The Complaint policy is also reflecting the Standards for RTOs 2015, Standard 6: Complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently and effectively.

- All courses and programs
- Prospective students whose complaint relates to administrative processes during application, selection or admission
- Currently enrolled students
- Current and past students who may lodge an academic or administrative complaint; prospective candidates who may lodge only administrative complaints relating to the application, selection or admission process
- Complaints by students regarding a unit may be lodged up to 30 days after discontinuation or completion of the unit
- Complaints from past students with regard to a course may be lodged up to six months after course completion with the appropriate person department within the college
- h&h Accredited Training has separate procedures for exclusion for appeals against assessment results, discipline, discrimination or sexual harassment

Purpose:

- To ensure that the rights of both the college and the student are protected when a student submits an academic or administrative complaint
- To ensure that the college processes enable the students' academic and administrative complaints to be resolved as expeditiously and effectively as possible
- To ensure that the resolution of student's academic and administrative complaints follows standard procedures across the college
- To collect, collate and record internal student complaints procedures in accordance with Government requirements

Guidelines:

1. Students will be advised during their induction, held at the college, of complaints procedures and policies for student support services
2. A student making a complaint is responsible for clearly identifying the issue, giving all available information in support of their complaints, in an organised way at the time of making the complaint or; cooperating with the review of the complaint or investigation of the complaint and treating staff with courtesy and respect
3. The college may set limits on its handling of a complaint or discontinue any process in the event of abuse, harassment or threats to the welfare of staff or other persons
4. Student complaints will be treated in a serious, sensitive and timely manner and discussed only with those persons relevant to the case, or those who can provide specialist advice. Staff involved in resolving student complaints will act fairly at all times and ensure that decisions will be based on a thorough and unbiased consideration of facts and views expressed by all parties

5. Only the aggrieved student may make a complaint or give notice of a complaint within this policy
6. A student must be able to invoke the complaints procedures without fear of discrimination or victimisation
7. A student lodging a complaint will be made aware of relevant college support services
8. Students who lodge an academic or administrative complaint have the right to due process and a fair hearing
9. It is desirable that student complaints procedures are kept as informal as possible based on principles of mediation and negotiation
10. No action in response to a complaint will be taken, or suggested to a student, without adequate consultation with the relevant staff member
11. A student or staff member who is party to a complaint may be accompanied at any conciliation or consultation by one support person; the accompanying person may not act as an advocate for the student or staff member
12. A student may withdraw a complaint at any stage by giving written notice to the person currently handling the matter
13. Where it is determined to be frivolous, vexatious, or lacking in 'substance', a student's complaint may be dismissed
14. The student must be advised in writing of this decision, including details of the reasons for this decision and the student's right to seek redress with the college General Manager
15. The college will ensure that determination of student complaints follow dependable and consistent procedures across h&h and will provide independent (and impartial) review of academic and administrative complaints
16. Outcomes or decisions reached through application of complaints procedures must be achievable within college policies, State or Commonwealth legislative requirements
17. A student's enrolment status must be maintained pending the outcome of a formal complaints process
18. If a student is involved in another proceeding (e.g. unsatisfactory academic progress) at the time a formal complaint is lodged, the first proceeding must be determined before the second is commenced; no proceedings may run concurrently
19. A complaint which is lodged for the purpose of delaying another proceeding may be dismissed on the grounds that it is frivolous and lacking in substance
20. All student complaints once submitted, will be reviewed and actioned by the General Manager within 7 business days of receipt
21. The student will be notified in writing of the outcome within 5 business days
22. h&h will keep all appropriate records regarding review of student's complaints, for a period of at least 5 years, ref. VSL Rules s 105(g)
23. h&h will allow parties who have used this policy to access the records of complaint, but otherwise will keep the records confidential, ref. VSL Rules s 88(2)
24. The Complaints Register is made available to all staff
25. A Complaint Form is available for students at the h&h website
26. There is no charge to the student for the complaint resolution process (internal and external stage)

VET Student Loan (VSL) Complaints:

h&h has set a standard complaints process which can be followed for VSL students. h&h has a formal internal complaints review process, which has been outlined in this policy. Any decision that is reached, and where the student is not happy with the outcome, they have the right to a review of the decision. If the student is not satisfied with the way in which h&h reviewed their complaint, the student may ask to have their complaint reviewed by an external source.

External dispute resolution:

h&h utilises the services of Resolution Institute for any external dispute review process.

Where necessary, the student should make contact with Resolution Institute, stating they are studying with h&h Accredited Training and they need to speak with a representative from the dispute resolution services. h&h will cover any costs connected to an external review.

**Resolution Institute Level 1 and 2/13-15 Bridge Street Sydney NSW 2000 - 02 9251 3366 – 1800 651 650 <https://www.resolution.institute> - infoaus@resolution.institute

The Commonwealth Ombudsman is able to investigate complaints about the Vocational Education and Training (VET) Student Loans program (VSL) scheme. If the student has an issue, or complaint, regarding the VET Student Loans training provider, they can make contact with the Commonwealth Ombudsman on 1300 362 072.

A student may also lodge a complaint, in regard to the services provided by h&h, with the National VET Regulator, ASQA. Contact can be made through the ASQA website, <https://www.asqa.gov.au/complaints/complaints-about-training-providers>

Unacceptable conduct:

Should it be determined that h&h underwent 'unacceptable conduct' under the Commonwealth legislation, the student may complete an Unacceptable Conduct Application Form, available from the relevant government department.

Unacceptable conduct is where the student experiences harassment or coercion from a provider, or is given misleading, deceptive or unconscionable information by a provider.

Related Legislation/Guidelines:

- **Standards for Registered Training Organisations (RTOs) 2015**
- **VET Student Loans Rules 2016**

Version Dates	Policy Version 1 approved 20 April 2011 / Policy Version 2 approved 8 November 2012 Policy Version 3 approved 9 December 2012 /Policy Version 4 approved 11 September 2013 Policy Version 5 approved 18 April 2016 / Policy Version 6 approved 16 March 2018 Policy Version 7 approved 28.06.19 / Policy Version 8 approved 17 June 2020
Review Date	Version 8 will be reviewed as policies are updated
Approved by	CEO: Susan Ellis Hill General Manager: Kate Lovett
Relevant to	All staff; trainers and assessors; students

Risk Rating (Please highlight the appropriate risk level):

5 = High Risk

4 = Medium Risk

3 = Medium to Low Risk

2 = Low Risk

1 = Very Low Risk or N/A