

Ringwood Training

Complaints & Appeals Policy

Complaints and Appeals

Any person wishing to make a complaint or an appeal against Ringwood Training concerning:

- Its conduct as an RTO
- Decisions taken by Ringwood Training affecting a student and their studies
- Matters of concern relating to the training, delivery, assessment, trainers/support staff, quality of the teaching or materials, student amenities, discrimination, harassment or other issues they may be confronted with

Will have access to the Complaints and Appeals Policy listed below.

Ringwood Training will use any complaints and appeals as a means for monitoring the quality of course and service provided and drive continuous improvement of its operations.

Ringwood Training will ensure that its complaints and appeals are confidential, objective, easily and immediately accessible to students and be resolved within realistic and fair timelines.

All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by the RTO. The designated person will keep a "Register of Complaints" located at Y:\FROM 2011\RTO\COMPLAINTS & APPEALS which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

This policy will be reviewed to align with the national guidelines for complaints when available.

Complaints procedure

Persons with a complaint concerning Ringwood Training as an RTO, have access to the following procedures:

- the initial stage of any complaint will be an informal process. The complainant will need to communicate directly with the operational representative of Ringwood Training, e.g. the trainer/teacher, who will decide and record the outcome of the complaint in writing.
 - If the student is happy with the resolution, the matter is resolved. If not, the student should proceed to the next step;
- person(s) dissatisfied with the outcome of the complaint to the trainer/teacher (informal process) may then complain to the Centre Manager or equivalent, with a Formal Internal Complaint. The Centre Manager will decide and record the outcome of the complaint in writing
- If the student is happy with the resolution, the matter is resolved. If not, the student should proceed to the next step;
- person(s) dissatisfied with the outcome of the complaint to the relevant person may initiate a "formal complaint".

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Formal complaint

- formal complaints may only proceed after the informal complaint procedure has been finalised
- the complaint and its outcome shall be recorded in writing
- on receipt of a formal complaint the Centre Manager shall convene an independent panel to hear the complaint; this shall be the “complaint committee”
- the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 - Centre Manager of Ringwood Training
 - Teaching staff
 - An independent person
- the complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- the complaint committee will decide on the complaint
- the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.

Complaints information:

If the complainant is still dissatisfied with the outcome of the complaint or appeal, they may take it further with the VRQA. <http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

If you are experiencing problems at your school or training organisation, please see the Student Problems section of the website before making a complaint to the VRQA.

Student Problems contains advice about refunds, assessment results, and other common student issues.

The VRQA does not investigate all complaints, however can refer you on to the agencies that do. For example, the VRQA cannot investigate refund disputes, however Consumer Affairs can.

For issues in relation to apprenticeships and traineeships, please see the Apprenticeships and traineeships section of this website, or call the VRQA on 1300 722 603.

The VRQA does investigate complaints against Victorian schools, training organisations registered by the VRQA.

- Should the complaint or appeal still not be resolved, after referral to the Centre Manager, the complainant has the right to lodge a complaint externally with an appropriate external agency such as one of those listed below:
 - The National Training Complaints Hotline on 1800 000 674
 - A Mediation Adviser as approved by the Law Institute of Victoria.
 - Where a candidate’s appeal regarding assessment has been successful, the candidate shall be given a fair opportunity for reassessment.