VET complaints and appeals procedures

Here at Shailer Park State High School complaints and appeals are managed by the School in a fair, efficient and effective manner. The School will create an environment where student’s views are valued.

Complaints arise when a student is dissatisfied with an aspect of the School RTO’s services, and requires action to be taken to resolve the matter.

Appeals arise when a student is not satisfied with a decision that the School RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Students with either a complaint or an appeal will have access to an informal complaint process or a formal complaint or appeal process.

All formal complaints or appeals will be heard and decided within 15 working days of the receipt of the written complaint by the School.

The RTO Manager will keep a Register of Complaints, which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Students with a complaint or appeal have access to both informal and formal procedures.

Informal complaint

- the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the School, e.g. the VET teacher, who will make a decision and record the outcome of the complaint.
- Person(s) dissatisfied with the outcome of the complaint to the teacher may then communicate the complaint to the RTO Manager, who will make a decision in regards to proceeding with a formal complaint or appeal process.
- Person(s) dissatisfied with the outcome of the complaint to the RTO Manager may initiate a ‘formal complaint’ with the Principal.
Formal complaint or appeal

- Formal complaints may only proceed after the informal complaint procedure has been finalised.
- All formal complaints or appeals will go to the Principal.
- The complaint or appeal and its outcome shall be recorded in writing through a Complaints and appeals record form.
- On receipt of a formal complaint or appeal the Principal shall convene an independent panel to hear the complaint; this shall be the complaint and appeal “complaint committee”.
- The complaint and appeal committee shall not have had previous involvement with the complaint or appeal, should include representatives of: the Principal, teaching staff and an independent person.
- The student shall be given an opportunity to present their 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 their case to the committee and may be accompanied by one other person as support or as representation.
- The complaint and appeal committee will make a decision on the complaint.
- The complaint and appeal committee will communicate its decision on the complaint to all parties in writing within five working days of making its decision.
- If a student is still not satisfied, the Principal will refer them to the Queensland Curriculum and Assessment Authority appeals and complaint process http://www.qcaa.qld.edu.au/3141.html.

The school uses the Complaints and Appeals Register as invaluable data about aspects of the school’s operations that could be improved.

For further information please contact the RTO Manager John Ahrens on 3451 2777 or email jahre5@eq.edu.au