

## Complaints, Disputes and Appeals

References: SRTO 2015 Standard 6.1-6.6  
National Code 2018 Standard 10

### 1.0 Purpose

This policy provides the framework to give any learner the opportunity to put forward a complaint or appeal against any perceived unfair treatment or assessment, or any other grievance. It is available in a plain English version via the student handbook on the website and is also placed on noticeboards in classrooms. It also ensures that students have a fair, inexpensive means of appealing decisions, procedural matters or any issues that directly relate to the successful completion of their course.

### 2.0 Background

QAT will provide an effective complaints and appeals policy as referenced in Standard 6 from the Standards for Registered Training Organisations (RTOs) 2015 will ensure their domestic have the right to natural justice protected through access to professional, timely, inexpensive and documented complaints handling and appeals processes.

#### Domestic Students

QAT has and will comply with a dispute resolution procedure for disputes with any person with whom QAT may interact with in the provision of the Services and have made available a copy of that procedure both online and digitally to persons interacting with QAT;

QAT have implemented a complaints procedure for dealing with any person/s who may make a complaint about any of the Services or the activities and actions of QAT in providing Services conducted under our supplier agreement.

QAT will advise any person/s who make a complaint about any of the Services or QAT's conduct in providing Services that they may complain to the Department, the Queensland Training Ombudsman or a complaints agency if they are not satisfied with the outcome of the complaint.

### 3.0 Definitions

**Complaint** - A cause or reason for complaining; a grievance.

**Dispute** - A disagreement or argument

**Appeal** - Where a student is not satisfied with the outcome of an assessment, or wishes to dispute a QAT decision, he/she may 'appeal' or question the decision. The assessment may be reviewed and possibly be changed if deemed necessary. In the case of more serious concerns, such as being reported to the Department of Home Affairs (DHA), the appeal may be upheld or rejected.

### 4.0 Policy

#### 4.1 Context

It is in the interest of the college and the students to resolve any student grievances or disputes quickly and judiciously. In order to inform the students of the grievance processes, this policy will be made available on the QAT website via the QAT Student Handbook (in simplified language), and reiterated during the student's Orientation. It will also be available on request.

Questions relating to refunds, money or visas which are not able to be dealt with by the Student Contact Officer will be passed on immediately to the Executive Director. However, if the grievance is related to class work, the student's first stop will always be the classroom teacher or trainer. All student grievances will be dealt with in a timely and courteous manner. At all times, the student has the option of registering a formal complaint at reception.

## 5.0 Procedures

### 5.1 Appeals

Students have the right to appeal decisions they believe are unfair, whether educational or administrative in nature. If there is a dispute about an assessment or grade, the teacher or trainer/assessor will meet with the student to explain the reasons for the outcome. If, after this meeting, the issue is still unresolved, the teacher or trainer will seek a second opinion from another teacher, or the program coordinator, and will advise the student of the outcome. This right is available to all students

Where a decision cannot be resolved satisfactorily through informal negotiation, the student can lodge a written appeal with the CEO within twenty eight days of being notified of the decision.

### 5.2 Appeals Timeframes

The QAT appeal period for results is 28 calendar days from the return of the assessment item to the student. Where a student is not satisfied with the assessment outcome provided, they are required to put their appeal in writing to Queensland Academy of Technology (QAT) within 28 calendar days of the decision and to provide examples where possible.

QAT will ensure that the re-assessment and determination occur within 1 month of receiving an appeals letter.

The QAT appeal timeframes for attendance and course progress matters are outlined in 5.3 below.

### 5.3 Appeals Procedure – Assessment Results

QAT will arrange for the assessment to be marked by a second teacher or assessor. The Director (or their representative) will then review the two assessment results and make a determination.

If a VET student is still not satisfied, then QAT will, by request, set up an appeal panel, made up of a minimum of two people who are external to the organisation from the following areas to review the assessment:

- VET facilitators, and
- Industry representatives.

The learner will also be invited to attend Panel and to have a representative present.

QAT will advise the learner of the determination (including reasons for the conclusion) in writing.

QAT will maintain a log of all appeals received and the outcomes.

### 5.4 Complaints, Disputes Procedure - Domestic

If you are dissatisfied with a service, product, or decision made by QAT, or would just like to provide some feedback, you can do so informally by talking it over with a member of QAT's staff. QAT will attempt to solve the problem as quickly as possible.

Otherwise, there are a number of ways you can make a more formal complaint or feedback:

- In writing through email and written correspondence;
- Completing a '**Special Consideration**' form on our website
- Via telephone; and
- In person at our front desk at QAT.

QAT will not charge a fee for any part of the internal or external complaints management process, and ensure that you are not victimised or discriminated against for using the complaints management process. QAT asks that you be respectful when providing complaints/feedback, as it will be to you. If you behave in a rude or threatening way your behaviour may be addressed under an appropriate QAT disciplinary process.

All complaints and feedback must be made within 12 months of the issue/incident/decision to which your complaint/feedback applies.

### 5.5 Timelines

A response, solution or referral in writing will be completed within 28 calendar days of the appeal.

Where QAT considers more than 28 calendar days is required to process and finalise the complaint then QAT:

- informs the student in writing, including reasons why more than 28 calendar days are required; and
- regularly updates the student on the progress of the complaint.

### 5.6 Outcomes

The complainant will be given a written statement of the outcomes, including the reasons for the decision.

A summary of the complaints received and the actions taken is to be presented and discussed at relevant departmental team meetings by the Program Coordinator or Head of English. Any complaints which have led to a change in policy, procedure or other aspect of the college are to be recorded in the relevant department's Continuous Improvement Log.

## 6.0 Forms

Complaints Log

## 7.0 References

**Standards for Registered Training Organisations (RTOs) 2015**

**National Code 2018**

**SAS Evidence Guide**

Date	Version	Author	Status	Reviewers
21/3/2022	4.3	K. Bartlett	Current	S. Chew