

RTO FEEDBACK AND COMPLAINTS POLICY

The purpose of this policy is to ensure that Anglicare College offers opportunities for students to provide feedback and complaints and to handle these processes fairly, efficiently, and effectively.

SCOPE

This policy applies to all students enrolled in Anglicare College's who wish to make a complaint or provide feedback regarding all complaints, including both academic and non-academic matters, such as:

- The enrolment, induction/orientation process
- The quality of education provided.
- Academic issues, including student progress, assessment decisions, curriculum, and awards in a VET course of study,
- Handling of personal information and access to personal records, and
- The way someone has been treated.

POLICY

Anglicare College is committed to seeking and receiving feedback and complaints from students, ensuring these are handled about our services, practices, procedures, training delivery and course products and complaint handling. Any concerns raised will be dealt with in a reasonable time frame.

We accept anonymous complaints and will carry out investigations of the issues raised where there is enough information provided.

We will ensure that information about how and where complaints may be made to or about us is well publicised. We will ensure our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

Students making a complaint will be;

- Provided with information about our complaints handling process
- Provided with multiple and accessible ways to make complaints.
- Listen to, treated with respect by college staff and actively involved in the complaint process where possible and appropriate, and
- Provided with reasons for our decision/s and any options for redress or review.

Definitions:

Complaint: A complaint is anything which a participant thinks is unsatisfactory or unfair or which makes them unhappy with the college.

Feedback: Feedback is any reaction in relation to supports delivered or conduct by the College which can be both positive and negative. It is encouraged feedback can be received via multiple mechanisms.

Procedural fairness: the key principles of procedural fairness include: all people involved in the incident to be informed about what has happened or alleged to have happened. They will have the opportunity to explain their view of the incident. Corrective action will be based on relevant facts and circumstances. The investigator and decision maker will be impartial and even-handed.

Complaints Management

Anglicare College endeavours to treat each complaint in a process as advised in the National Code of Good Practice for Responding to Complaints about Vocational Education and Training that is:

- **fair:** the rights of vocational education and training consumers are recognised, including the right to be heard and the right to an impartial decision
- **accessible:** the complaints handling process will be readily accessible to consumers
- **visible:** the process for lodging, handling and responding to complaints will be well publicised to staff, consumers and providers
- **comprehensive:** the relevant circumstances and information surrounding a complaint will be investigated to the level warranted by the severity of the complaint
- **responsive:** the complaints handling process will be responsive, and target timeframes for handling complaints will be established and monitored
- **accountable:** there will be appropriate monitoring and reporting of complaints received
- **constructive:** preventative and corrective action will be taken to eliminate the root causes of complaints

Responding to complaints and feedback

Where possible, complaints will be resolved at first contact with Anglicare College.

We are committed to managing student's expectations, and will inform them as soon as possible of the following;

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reason for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

Personal information that identifies individuals will only be disclosed or used by Anglicare College as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

We are committed to being accessible and responsive to all students who approach us with feedback or complaints. At the same time our success depends on;

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

When students behave unreasonably in their dealings with us, their conduct can significantly affect progress and efficiency to our work. As a result, we will take a proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

RESPONSIBILITY

Anglicare RTO policy documents must be ratified by the CEO Anglicare College. The CEO Anglicare College is responsible for reviewing this policy every two years. Anglicare College employees are responsible for adhering to authorised policy and for communicating any gaps or feedback regarding existing policy.

RELATED DOCUMENTS

- POL001 Access and Equity Policy
- POL006 Learner Support Policy
- POL008 Privacy Policy
- POL015 Appeals Policy
- POL021 Bullying and Harassment Policy
- CCR Complaints and Compliments register

LEGISLATION

- Standards for Registered Training Organisations (RTOs) 2015

FEEDBACK

Feedback on this policy can be submitted to policy@anglicare.com.au.

COMPLIANCE

Non-compliance with this policy may result in disciplinary action up to and including dismissal or exclusion from further participation in the training course.

Responsibility: RTO Manager

Approved: March 2024



Cathy Deschamps
RTO Manager