



Standard Six (6) Fair Complaints Handling

RTO No. 45550

Complaints and Grievances

Under Standard Six (6), complaints and appeals must be recorded, acknowledged and dealt with fairly and efficiently.

A complaint is any type of problem, and may be about an act, omission, situation or decision that a client thinks is unfair, discriminatory or unjustified. The RTO must manage and respond to allegations involving:

- The conduct of the RTO, its trainers, assessors or other staff
- A third-party providing services on the RTO's behalf
- A learner of the RTO.

All records and outcomes of the complaints and appeals are securely maintained at Riverside Christian College. All records and outcomes of the complaints and appeals that have been escalated to the QCAA or DESBT will be maintained at the QCAA or DESBT. This information is used to review the RTO's processes and practices to ensure the issue doesn't happen again.

The following is a brief summary:

- Approach the other party
 - Where appropriate, the complainant is encouraged to try to resolve any complaint directly with the person/s concerned
- Approach a member of staff to act as an intermediary
 - If the complainant is not comfortable approaching the person/s directly concerned, they may approach another member of staff e.g. the principal or supervisor to act as an intermediary
- Make a formal complaint
 - If the complaint is not able to be resolved directly or in the above meeting, the complainant may lodge a formal written complaint with Riverside Christian College. It is important that this is dealt with speedily (within 60 days) by the Principal or supervisor and a written response is made
- Independent Party
 - If the processes fail to resolve the complaint, an appropriate party independent of Riverside Christian College will review the outcome at the complainant's request.
- Raise the complaint directly with the QCAA
 - If the above steps are not successful, the principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html).



Appeals

Students have the right to appeal decisions in accordance with Riverside Christian College's appeals policy.

Students have the right to lodge an appeal against the assessment of their competency on the following grounds:

- The assessment process did not provide them with a fair and reasonable opportunity to demonstrate their competency
- They were not informed, in advance, of the conditions and method of assessment
- The process used was discriminatory in some way
- They were ill or suffered misadventure at the time of the assessment.

Difficulties over assessment should be approached informally at first with a view to resolving them through discussion between the student and VET teacher. If the informal discussion fails to resolve the issue, then a formal appeals process needs to be implemented. Formal appeals need to be based on identified problems with the assessment process rather than an unsuccessful result.

Schools should refer to the appeals section of their VET Student Handbook for details on the appeals process.

If the issue remains unresolved the principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html).

If unsure, please refer all queries regarding complaints and appeals to RTO Manager.

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