

Complaints and appeals

- Each Complaints and/or appeal and its outcome will be recorded in writing.
- Each appeal will be heard by an independent person or panel
- Each student lodging an appeal will:
 - a) have the opportunity to present his/her case
 - b) be given a written statement of the appeal outcome including the reasons for the decision
- Sevenoaks Senior College is committed to act upon any complaint found to be substantiated.

COMPLAINT PROCESS

Complaints are allegations made by a learner or client that relate to the conduct of an RTO, its staff, or other learners.

Students wishing to make a complaint may approach the relevant staff member, or make an appointment with either the Principal or Vice Principal. An appointment can be made in confidence through the College Front Office or by calling 9356 4900.

Complaints will be dealt with based upon Department of Education policy and process.

If a student is not satisfied with the outcome of the complaint they may contact the Training and Accreditation Council, refer to the following webpage:<http://www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx>

APPEAL PROCESS

Appeals are requests for review of decisions made by the RTO. These decisions could involve assessments, progression to further training, enrolment or access to support services.

Appellants (person making the appeal) are encouraged where they are comfortable and it is appropriate to speak directly with the person concerned to informally discuss and resolve the appeal.

Students wishing to make an appeal may approach the relevant staff member, or make an appointment with either the Principal or Vice Principal.

Principal or Vice Principal will conduct an initial discussion with the Appellant (person making the appeal).

If the Principal or Vice Principal and the Appellant agree, the processes included in the Appeals Form will be followed until a point when a satisfactory outcome is achieved.

If a student is not satisfied with the outcome of the appeal they may contact the Training and Accreditation Council, refer to the following webpage:<http://www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx>

If at any point it is deemed that the complaint or appeal process (including any review) will take more than 60 days to finalise, the College will write to the people involved explaining the delay.

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Updated by:	PC VET	Previous name:	VET Appeal Form	Version	05:00
Document address	fsE416SS01-AdministrationShared:Administration Staff:250 Curriculum:268 Vocational Education:RTOs - delivery method:RTO - School:51891:Standard 6:1 - Complaints and Appeals:Appeal and Complaint Process - Standards for RTO 2015 v05.00.doc				Page 1 of 4

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APPLICANT TO COMPLETE

Surname:		First Name:	
Qualification Title and code:			

Appellants are encouraged where they are comfortable and it is appropriate to speak directly with the person concerned to informally discuss and resolve the appeal.

However, if the appellant is not comfortable or is not satisfied with the outcome of the informal discussion they are encouraged to discuss the appeal with the Vice-Principal or Principal.

This section can be completed prior to discussion with the Vice-Principal or Principal, or at the meeting:

Outline appeal (if more room is required please attach documentation):

NOTE: Attach any relevant documents

Office Use:

If at any point it is deemed that the complaint or appeal process (including any review) will take more than 60 days to finalise, the College will write to the people involved explaining the delay.

OUTCOME OF INITIAL DISCUSSION WITH VICE PRINCIPAL OR PRINCIPAL			
<input type="checkbox"/> Appeal submitted to independent person or panel (with an estimated 60 days to be finalised)			
<input type="checkbox"/> If Appeal finalised, go to <i>College Action</i> page 4.			
Vice-Principal or Principal signature:		Date:	/ /
Applicant's signature:		Date:	/ /

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INDEPENDENT PERSON OR PANEL

Appeal Panel membership names

Appeal Panel Chair (or independent person)

Review outcome:

A notification letter must be provided to the Appellant.

Date Applicant notified of Appeal Panel findings:

/ /

Notification letter attached.

Note: *the following text must be included within the letter:*

If the Appellant is not happy with the outcome of the appeal, arrangements can be made for an independent third party to review the appeal. Costs to the Appellant will be calculated and provided if the Appellant requests a third party involvement.

If the Appellant is not satisfied with the outcome of the third party review the Appellant is recommended to contact the Training and Accreditation Council: <http://www.tac.wa.gov.au/about-us/TAC/Pages/default.aspx>

Third party review requested by Appellant.

If Appeal finalised, go to *College Action* page 4.

THIRD PARTY REVIEW FINDINGS

Review findings:

Findings attached, including third party's details

Appellant contacted the Training and Accreditation Council

If Appeal finalised, go to *College Action* page 4.

COLLEGE ACTION

Findings and action added to internal audit process for continuous improvement.

Vice-Principal or
Principal signature:

Date:

/ /

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