

 <p>Catholic Regional College Institute Of Training RTO 22427</p>	<h2>Catholic Regional College Institute of Training</h2> <h3>Registration No. 22427</h3>		
<b>Department</b>	Vocational Education & Training		
<b>Quality Controlled Document Title</b>	Complaints and Appeals Policy/Procedure	<b>Date</b>	February 2025
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### Purpose

Catholic Regional College Sydenham is a school which operates with the consent of the Catholic Archbishop of Melbourne and is owned, operated and governed by Melbourne Archdiocese Catholic Schools Ltd (MACS). Catholic Regional College Sydenham (CRCS) and Catholic Regional College Institute of Training (CRCIT) values and encourages open and positive relationships with our College community.

In the first instance, student, parents/guardians/carers or members of the college community should refer to the [College Complaints Handling Policy](#).

The CRCIT Complaints and Appeals Policy/Procedure policy is designed to ensure the RTO meets the Australian Quality Training Framework (AQTF) standards and VRQA Guidelines for VET Providers.

### Complaints and appeals covered by the CRCIT policy

The CRCIT Complaints and Appeals Policy covers complaints and appeals in the following areas:

- Enrolment process – Ensuring fair and transparent enrolment procedures.
- Training and assessment quality – Addressing concerns about course delivery, assessment methods, and outcomes.
- Student progress and support – Allowing students to appeal issues related to academic progress, support services, or assessment requirements.
- Assessment results – Giving students the right to appeal if they believe their result is unfair or incorrect.
- Complaint decisions – Ensuring a clear and timely process for appealing responses to complaints.

If the complaint involves issues not listed in this document, the complaint must be referred to the college as per the [College Complaints Handling Policy](#).

## What is a complaint?

A complaint is a type of feedback that lets us know when someone is unhappy with a product, service, or experience at Catholic Regional College Institute of Training (CRCIT).

Complaints can be made in any way—verbally or in writing—and don't need to be formally documented to be addressed. However, to help resolve issues more efficiently, students, parents/guardians/carers, or other members of the college community are encouraged to submit their complaints in writing using the Complaints and Appeals Form. Including details like dates, relevant people, and any supporting evidence can make the process smoother.

You can access the Complaints and Appeals Form on the CRCIT website or request a copy from the RTO office. Once submitted, complaints will be handled fairly, transparently, and in line with CRCS and CRCIT's complaints resolution process. If needed, the complaint may be referred back to CRCS under the [College Complaints Handling](#) Policy.

## What is an appeal?

An appeal is a formal request to review a decision made during training or assessment. Students, parents/guardians/carers, or other members of the college community can appeal if they disagree with a decision that affects their progress, results, or experience at CRCIT.

Appeals can be made for:

- An assessment result
- A response to a complaint
- Any other CRCIT decision impacting training or assessment

CRCIT is committed to handling appeals fairly, confidentially, and with integrity.

To submit an appeal, complete the Complaints and Appeals Form with details like dates, relevant people, and any supporting evidence. The form is available on the CRCIT website or from the RTO office.

If needed, the appeal may be referred to the college under the College Resolution Procedures.

## Formal complaint handling procedure

### Initiating a Complaint

- You can easily access the Complaints and Appeals Form on the CRCIT website or request a copy from the RTO office.
- Completed forms can be submitted to the RTO office in person or emailed to [rtoadmin@crs.vic.edu.au](mailto:rtoadmin@crs.vic.edu.au).
- When a Complaints and Appeals Form is submitted, it's immediately recorded in the Complaints and Appeals Register.
- Complaints made through other channels (like phone, email, or in person) are also documented and added to the register with relevant details.

### Procedural fairness in a complaint

Procedural fairness ensures that complaints are handled in a transparent, unbiased, and just manner. The following principles must be applied when managing complaints within the RTO:

We're committed to making sure complaints are handled fairly, openly, and without bias. Here's what you can expect from the process:

- The RTO Manager may speak with relevant staff to gather information and ensure a fair decision. If needed, the complaint may be referred to the college under the College Complaints Handling Policy.
- You'll receive written confirmation that your complaint has been received, along with details on what happens next and key timelines.
- Everyone involved will be informed about how the complaint will be reviewed, who's involved, and what outcomes might be possible.
- You'll have a chance to share your side of the story, including any supporting evidence.
- The staff member involved will also have a chance to respond to ensure fairness.
- Both sides will have access to relevant information that affects the outcome.
- The RTO Manager will remain impartial throughout the process, ensuring a fair and unbiased review.
- Decisions will be based on facts, evidence, and policies—not opinions or assumptions.
- All discussions and decisions will be documented to keep things clear and transparent.
- You're welcome to bring a support person or representative to any meetings.
- We aim to resolve complaints as quickly as possible. If there are any delays, we'll keep you updated.
- The RTO Manager will provide a written response within 10 working days, outlining:
  - A summary of the review process.
  - Findings and any actions taken.
  - The final outcome.
  - Steps to appeal if you're not satisfied with the decision.
- Your complaint will be kept confidential, and we'll only share information with those who need to know.

## Formal appeals procedure

### Initiating an Appeal

- You can easily access the Complaints and Appeals Form on the CRCIT website or request a copy from the RTO office.
- To appeal a decision or finding, you must submit a written request explaining the reason for your appeal.
- Completed forms can be submitted to the RTO office in person or emailed to [rtoadmin@crs.vic.edu.au](mailto:rtoadmin@crs.vic.edu.au).
- Appeals should be submitted within 28 days of receiving the decision or finding. However, the RTO will still review all assessment outcome appeals, even if they fall outside this timeframe.

### Procedural Fairness in an Appeal

Procedural fairness ensures that appeals are handled in a transparent, unbiased, and just manner. The following principles must be applied when managing appeals within the RTO:

- The Complaints and Appeals Form will be sent to the RTO Manager, who will review the appeal and decide on the best course of action.
- The RTO Manager may speak with relevant staff members to gather more information and make sure the recommendation is well-informed.
- You will receive an email confirming that your appeal has been received, with details about the process and expected timelines.
- The RTO Manager will clearly explain how the appeal will be handled, who will be involved, and what possible outcomes are.
- Everyone involved will be given the same information and will understand their rights and responsibilities in the process.
- All parties, including the complainant/appellant and the respondent (the person the appeal is against), will have a fair chance to present their side of the case.
- The RTO Manager will provide you with access to the assessment records and any relevant evidence used in the original decision.
- The RTO Manager will also ensure the party against whom the appeal is made has enough notice and access to the necessary documents to prepare their response.
- You will have a reasonable opportunity to present your case in a fair and respectful way.
- A formal meeting will be arranged by the RTO Manager where both sides can present their views.
- Support persons are welcome to attend the meeting with either party.
- The meeting or discussion will be conducted in a neutral, respectful, and professional environment.
- The RTO Manager must remain impartial and avoid any conflicts of interest.
- If the original decision-maker is involved in the appeal, an independent College representative will review the appeal to ensure fairness.
- Decisions should be based on facts, policies, and assessment criteria rather than opinions or assumptions.
- The RTO Manager will finalise a response and provide the appellant with a written resolution within ten (10) working days of receiving the complaint. The response must include:

- A summary of the review process undertaken.
  - Findings and any actions taken in response to the appeal.
  - Identified outcomes or resolutions.
- If you are satisfied with the outcome, the appeal is closed in the Complaints and Appeals Register. The Complaints and Appeals Register must be kept up to date, reflecting:
    - The date the appeal was received.
    - Actions taken to address it.
    - The date of resolution.

### **Escalation Process**

If the you are dissatisfied with the outcome of the internal appeal process, you may escalate the matter externally:

#### **Victorian Registration and Qualifications Authority (VRQA)**

Students, parents/guardians/carers or members of the college community who believe CRCIT has not fulfilled its obligations or handled their appeal appropriately can submit a complaint to the **VRQA**:

<https://www2.vrqa.vic.gov.au/make-complaint>

#### **National Training Complaints Hotline**

After fully utilising the College's internal complaints and appeals process, the complainant or appellant may choose to contact the National Training Complaints Hotline at 13 38 73 (Monday to Friday, 8:00 am – 6:00 pm) or via email at [skilling@education.gov.au](mailto:skilling@education.gov.au).

#### **Student Support Services**

CRCIT recognises that the complaints and appeals process may be stressful for students. To support students throughout the process, the following services are available:

- RTO Administrator – Available to provide guidance on the appeals process and assist with completing forms.
- Pastoral Care & Wellbeing Support – For students experiencing stress or anxiety related to their appeal, the college student support services can offer assistance.
- Students have the right to be supported by a third party, such as a parent, guardian, friend, or external advocate, throughout the appeal process.

## **Continuous Improvement and Follow-Up**

- Any opportunities for improvement identified through the complaints and appeal process will be recorded in the Continuous Improvement Register.
- These items will be discussed at the next RTO Governance Meeting to assess potential procedural enhancements.
- At the RTO Manager's discretion, the applicant may receive an update on any improvement actions taken as a result of their appeal.

## **Related Policies**

- Continuous Improvement Policy/Procedure

## **Related Forms**

- Student-Complaints and Appeals Form

## **Related Documents**

- Student Handbook
- Staff Handbook

## **Registers**

- Continuous Improvement (tab 1) and Appeals and Complaint Register ([tab2](#))