



## Contents

Definitions.....	1
Context.....	1
Intent.....	2
Approach.....	2
Responsibilities .....	2
Informing students and clients of this policy and accompanying procedure.....	2
Complaints against Response employees.....	3
Complaints against students.....	3

## Definitions

Academic Appeal	Any appeal relating to an academic matter, such as attendance, grades, intervention strategy, academic misconduct, etc.
Appeal	A formal request for a change in or confirmation of a decision.
Complaint	An expression of dissatisfaction with the delivery of academic or non academic, administrative or support services.
Complainant	Person making the complaint.
Feedback	Information about reactions to a product, a service, a person's performance of a task, etc., used as a basis for improvement.
Respondent	Person the complaint is in regards to.

## Context

Response Learning Victoria is committed to creating an environment where all feedback is welcome and where openness is valued. The benefits of creating this environment include:

- Response Learning Victoria gains more valuable feedback on which to base continuous improvement activities,
- Issues are less likely to be escalated into formal complaints,
- Learners and other clients are more likely to be satisfied with Response Learning Victoria's performance, which is likely to reduce attrition rates and promote return business.

### Intent

As per AQTF Standard 2.6, Response Learning Victoria provides appropriate mechanisms and services for learners to have concerns reviewed and addressed where appropriate. The aim is for complaints and appeals to be addressed efficiently and effectively.

Response Learning Victoria's CEO, RTO Manager, staff, trainers and contractors will assist learners and other clients to raise issues by:

- Providing information to them about how feedback is valued,
- Providing avenues for them to provide feedback (e.g. student surveys, scheduled client feedback meetings, regular communication with clients, workplace supervisors and students), and
- Thanking them for their feedback, responding to issues raised quickly and providing them and other clients with information about how such issues have been addressed.

### Approach

Response Learning Victoria is committed to its clients and students feeling confident that they are being treated fairly by:

1. providing clear information in a timely way about how to complain or appeal,
2. providing adequate opportunity for complainants to present their case,
3. providing access to an independent arbiter if this is needed,
4. providing clear information of the outcomes of the complaint or appeal, and
5. resolving complaints and appeals within realistic and fair timelines.

### Responsibilities

The RTO Manager of Response Learning Victoria is responsible for ensuring all staff are informed of their role and responsibilities in relation to complaints and appeals.

Response Learning Victoria will maintain a training participant's enrolment and/or withhold from finalising results while a complaint or appeal is undergoing resolution.

Refer to the *RLV\_WP019 Complaints and Appeals* procedure for detail of responsible officers, timeframes, stakeholders' rights and integrity.

### Informing students and clients of this policy and accompanying procedure

As per AQTF Standard 2.2, before clients enrol or enter into a contract with Response Learning Victoria, the RTO informs them about their rights and obligations in relation to complaints and appeals. This is done through three key mechanisms:

1. The procedure is pictorially available within the Training Handbook, which is issued to each client and student before enrolment occurs,
2. The procedure is pictorially available on Response Learning Victoria's website for public access (via the publication of the Training Handbook on the website), and
3. The procedure is explained during each learner's RTO induction session, held at the time of enrolment (and displayed on the 'Induction' powerpoint slide).

### Complaints against Response employees

The safety, welfare and wellbeing of all of our training participants is paramount. Response Learning Victoria, as an employer, is vicariously liable for the negligent acts of its employees. When responding to complaints against employees, Response Learning Victoria has a moral responsibility to ensure its employees are treated fairly and the rights of each individual are respected during an investigation and any applicable disciplinary process.

The RTO Manager will raise all complaints against Response employees with the CEO and, if the complaint relates to the safety, welfare and wellbeing of a student or group of students directly; immediately remove the staff member from any duties which may require unsupervised access to the student or group of students, whilst the matter is investigated.

### Complaints against students

Response Learning Victoria will not tolerate any harassment, victimization, bullying or any conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning or assessment environment. This includes harassment, victimization, bullying because of sex, race, national origin, religion, disability, sexuality or age.

All training facilitators and participants are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimization are contrary to the duty of care to provide a safe environment for work and learning.

Participants and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Response Learning Victoria will investigate all complaints relating to the behaviour of students in a professional and responsible way. It may be necessary to remove the student from their learning group during the investigation period which will be decided upon by the CEO in consultation with the RTO Manager and student's trainer.