

POLICY

Complaints and Appeals

Purpose of Policy

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of all stakeholders (as described below) can be resolved in accordance with the principles of natural justice.

Scope

This policy applies to all staff members (including volunteers), parents/carers, employers, students, apprentices and any entity in a third party arrangement with Tec-NQ. For the purpose of this policy and procedure they will collectively be referred to as "Stakeholders".

Policy Statement

Tec-NQ believes that any Stakeholder who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. Stakeholders have the right to present the complaint or appeal formally and in writing.

Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

Tec-NQ will manage all complaints and appeals fairly, equitably and efficiently as possible, applying principles of natural justice to ensure procedural fairness. This includes:

- Decisions and processes free from bias.
- All stakeholders / parties have the right to be heard.
- The respondent has a right to know of the allegations against them
- All stakeholders / parties are told the decision and the reasons for that decision.

Tec-NQ will encourage the stakeholders / parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Tec-NQ acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Tec-NQ seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

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Legislation and Relevant Standards

- Anti-Discrimination Act 1991 (QLD);
- Racial Discrimination Act 1975 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Disability Discrimination Act 1992 (Cth);
- Privacy Act 1988 (Cth); and
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth).
- Standards for Registered Training Organisations (RTOs) 2015:

Related Documents

- Continuous Improvement Register
- Child Protection Policy and Procedure
- Privacy Policy and Procedure
- Equal Opportunity Policy and Procedure
- Equal Treatment Policy and Procedure

Publication

This policy is available on the Tec-NQ Document Management System (DMS), on the Tec-NQ Website and within the Student Handbook.

Policy Release Details

Date of Policy Release: 7/2/2017

Review Date: 7/2/2018

Recommended by: **Compliance Committee**

Approved by: **EMT**

Signature:

Date: 7/2/2017