

Complaints and Appeals Policy and Procedure

Purpose

This document outlines the steps taken by Southern Institute of Early Learning & Leadership (SIELL) in ensuring that all complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

The complaints policy aims to manage and respond to allegations involving the conduct of:

- SIELL College, its trainers and assessors or other staff such as admin and marketing staff
- A third-party providing services on behalf of SIELL, its trainers and assessors or other staff members
- Other learners

The appeals policy aims to manage requests for a review of decisions made by SIELL College or a third-party providing services on behalf of the college.

The practices followed will be in compliance with clauses 6.1 – 6.6 of the Standards for RTOs 2015.

Scope

This policy applies to all learners, staff and third parties (if applicable) of SIELL College.

Definitions

Complaints	A person's formal expression of dissatisfaction with any product or service provided by SIELL.
Appeals	A request for a decision made by SIELL to be reviewed
Natural Justice and Procedural Fairness	This involves three components, namely: the opportunity to be heard, there must be no bias and the decision must have some basis in fact or reasoning.
Complainant	A person who makes a formal complaint
Appellant	A person who makes an appeal against a decision made by SIELL.

Policy

SIELL is committed to ensuring that:

- All complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and

effectively.

- Complaints and Appeals Policy and Procedure is made publicly available
- Complaints and a request for an appeal are acknowledged in writing and finalised as soon as possible.
- Principles of natural justice and procedural fairness are followed at every stage of complaint and appeal process.
- Complainant or appellant are provided with an opportunity to have an appropriate independent party (from both SIELL and complainant or appellant) to review when the processes implemented by the College fail to resolve the complaint or appeal matter.
- When more than 60 calendar days are required to process and finalise the complaint and appeal, SIELL will
 - Inform the complainant or appellant in writing, outlining the reasons why more than 60 calendar days are required
 - Regularly update the complainant or appellant on the progress of the matter.
- Potential causes of complaints and appeals are identified, and opportunities for improvement are determined and implemented.
- Records of all complaints and appeals and ensure their outcomes are securely maintained

Procedures

Procedure	Responsibility
<p>1. Receipt of complaint / appeal</p> <p>Verbal Receipt:</p> <ul style="list-style-type: none"> • Advise the complaint or appellant to discuss and resolve the issue with the staff member/s involved informally <p>If the informal resolution is not successful or determined to be inappropriate, then:</p> <ul style="list-style-type: none"> • Complainant / Appellant is to complete the Complaints and Appeals Form. If assistance required, please contact admin@siell.edu.au or call 02 9264 4438. • Complainant / Appellant is to send the completed form to admin@siell.edu.au. • The Academic Manager will acknowledge the receipt of the complaint / appeal in writing within 7 calendar days. 	<p>Academic Manager</p>
<p>2. Investigation of complaint / appeal</p> <ul style="list-style-type: none"> • The Academic Manager will collect information and/or data relating to the complaint / appeal prior to the initial investigation. • Conduct the initial Investigation relating to the complaint / appeal with both the complaint / appellant and the staff member/s involved at an agreed time. The investigation can take place via meetings / phones or other platforms that are deemed appropriate. Ensure all parties involved are given the opportunity to tell their side of story. • Record the outcomes of the initial investigation in the Complaints and Appeals Form. • The final decision is to be made within 21 Calendar Days or 	<p>Academic Manager</p>

<p>not more than 60 Calendar Days when further investigation is required after the initial investigation.</p> <ul style="list-style-type: none"> • In the event that more than 60 days are required to process and finalise the complaint / appeal (particularly the matter is overly complex), SIELL will: <ul style="list-style-type: none"> ○ Inform the complaint / appellant in writing, outlining the reasons why such timeframe is required. ○ Ensure that the complainant / appellant is kept updated on a fortnightly basis on the progress of the matter. 	
<p>3. Determining the complaint / appeal outcome</p> <ul style="list-style-type: none"> • Finalise the decision within 21 Calendar Days or not more than 60 Calendar Days when further investigation is required. All parties are informed of the outcome in writing, outlining the reasons for the decision. • Ensure all parties are made aware that the complainant / appellant can request a third party (independent from both the SIELL and the complainant / appellant) to review the outcome. • The Complainant / Appellant will have 14 calendar days from the receipt of the outcome to respond if they require further information and/or want to appeal the outcome. • If the complainant / appellant is satisfied with the outcome of their complaint / appeal, the matter will be deemed as resolved and all records including the outcome relating to the complaint / appeal will be recorded / stored in Student Management System. • Any opportunities for improvement identified from Complaints and Appeals form are to be recorded in Continuous Improvement register and implemented by the Academic Manager. This is to eliminate or prevent the issue from re-occurring in the future. 	Academic Manager

Learners are encouraged to lodge resolve their complaint or appeal with SIELL College in the first instance. If learners are not satisfied with the decision made by SIELL, a complaint can be lodged to:

Name	Contact Number	Website	Jurisdiction
National Training Complaints Hotline	133 873	https://www.dese.gov.au/national-training-complaints-hotline	National

NSW Ombudsman	1800 451 524	https://www.ombo.nsw.gov.au/contact-us	NSW
Australian Skills Quality Authority (ASQA)	1300 701 801	https://www.asqa.gov.au/about/contact-us	National

Related Documentation

- Complaints and Appeals Form

Related Standards

- Clauses 6.1 – 6.6 of Standards for RTOs 2015

Responsible Person

- Academic Manager

Document Control

Policy Owner:	Southern Institute of Early Learning & Leadership
Endorsed By:	CEO
Person Responsible for Implementation:	Academic Manager
Endorsement Date:	January 2022