

## Student Complaints and Appeals

### Organisational Area

ORGANISATION  
RTO

### Authorisation

This Policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 9<sup>th</sup> of April 2025.

### Review date

This policy will be reviewed every three years or sooner if required.

### Scope

This policy is for all students who are enrolled at POCH&LCI and persons seeking to enrol (prospective students).

This policy also applies to Manager, Staff, Trainers and Assessors, and Board of Management at Park Orchards Community House & Learning Centre Inc. (POCH&LCI)

### Objective

The objective of this Policy is to ensure that POCH&LCI has a fair and transparent means for students to make complaints and appeal about any product or service offered by POCH&LCI and also about any Staff, Trainer, Assessor or student. This policy also ensures POCH&LCI deals with complaints and appeals in a constructive, timely and sensitive manner.

POCH&LCI aims to ensure that students are satisfied with POCH&LCI programs and that all programs meet the standards set by the organisation as well as the obligations POCH&LCI has under the VET Quality Framework, and State and Federal legislation.

### Policy

POCH&LCI will attempt to initially resolve all verbal and/or written client complaints through discussion and conciliation.

POCH&LCI will ensure that:

- All RTO students are advised during pre-training review of the student complaint and appeals policies and procedures
- The student complaints and appeals policy and procedure are available on the POCH&LCI website.
- An ethical and professional approach to handling complaints and appeals is adopted.
- Disputes are handled professionally and confidentially to achieve a satisfactory resolution that is fair and equitable to all parties.

- An environment is created in which complaints and appeals receive prompt responses, minimize distress, and provide maximum protection to all parties.
- Complaints and appeals are viewed as opportunities to review and improve policies and practices and to gain insight into client satisfaction levels.
- Complaints/appeals are dealt with ethically and responsibly through a visible, accessible, and fair complaints or appeals handling process with the aim of achieving mutually acceptable and fair outcomes.
- All students and POCH&LCI staff members are provided with information about the complaints process.
- The complaints process is accessible to all students and prospective students, encouraging timely resolution based on principles of social justice (access, equity, participation, and rights).
- Information is available on our website in a non-threatening manner, allowing students to be aware of and able to make a complaint or appeal.
- The complaints process does not disadvantage complainants.
- Anonymous concerns cannot be transformed into formal complaints. The person(s) making the complaint must be identified, and a written complaint must be submitted to the Manager for formal proceedings under the complaints and appeals procedure to commence.
- The complainant may be assisted and accompanied by a third party if desired, to provide support, information, or advocacy.
- Complainants will be kept informed of the progress of their complaint and the final resolution.
- Complainants will be advised of avenues for further review of their complaint if not satisfied with the resolution.
- Mutually acceptable resolutions are reached through negotiation, conciliation, and/or mediation.
- All documentation related to the complaints process is retained on file by the Manager.
- POCH&LCI will ensure that when dealing with appeals:
  - Students are informed of their right to appeal a decision of competent/not yet competent.
  - All students and Trainers/Assessors are informed of the appeals process.
  - The appeals process does not disadvantage the appellant.

## Definitions

**Complaint:** A complaint is considered to be a form of dissatisfaction with the procedures, outcomes, or the quality of service provided by employees of POCH&LCI in relation to the following processes:

- Enrolment
- The quality of training delivery
- The quality of training delivery by a third party
- Issuing of results, certificates, and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Other issues such as discrimination, sexual harassment, participant amenities, etc.

A complaint is considered formal when it is submitted in writing to the Manager.

**Complainant:** A "complainant" is a person who makes a formal complaint or files a grievance about a particular issue, situation, or individual.

**Appeal:** An appeal is a process available to students who are dissatisfied with an adverse assessment decision or unit outcome. Students should have reasonable grounds for appeal and should have discussed their concerns

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with their Trainer/Assessor before initiating a formal appeal. The appeal process allows the appellant to present arguments or evidence in the hopes of having the decision overturned or modified in their favour

**Appellant:** An "appellant" is a person who appeals a decision, typically in a legal or formal context. When someone is dissatisfied with a judgment, ruling, or decision made by an authority or a court, they may file an appeal to have the decision reviewed or reconsidered. The person initiating the appeal is referred to as the "appellant".

## Related Documents

Appeals Form  
Assessment Policy  
Assessor Handbook  
Complaints Form  
Continuous Improvement Policy and Procedure  
Continuous Improvement Register  
Continuous Improvement Register  
Privacy Policy  
Prospective Student Information  
Student Complaints and Appeals Procedure  
Student Enrolment Policy & Procedure  
Student Feedback Policy & Procedure  
Student Handbooks  
Student Welfare Policy  
Trainer Handbook

## Document Locations

POCH&LCI Website  
Policies and Procedures Manual

## Related Legislation

Standard for Registered Training Organisations (RTOs) 2025

## Area of Compliance

Standard for Registered Training Organisations (RTOs) 2025 Outcome 2.1, 2.7 and 2.8

Date reviewed	Version	Details of changes (if any)	Date of next review
2010	1	Initial version	
May 2015	2	Updated format Updated Park Orchards Learning Centre to Park Orchards Community House & Learning Centre Inc. and POLCI to POCH&LCI Updated Scope CHC30708 to CHC30113, CHC30808 to CHC30213, TAA40104 to TAE 40110	May 2018
August 2015	3	Review New template Procedure moved to separate document	August 2018
February 2016	4	Add 'Third Party' to definitions	August 2016
28/06/2017	5	Updated VRQA guidelines 2016	28/06/2020
06/07/2020	6	Review	06/07/2023
2/03/2022	7	Update to ASQA	2/03/2025

Date reviewed	Version	Details of changes (if any)	Updated by	Approved by	Date of next review
3/11/2023	8	Added "All RTO students are advised during pre-training review of the complaint and appeals policies and procedures" Added "The student complaints and appeals policy and procedure are available on the POCH&LCI website." Definitions added for complainant, appeal and appellant. Reworded to refine grammar and improve understanding.	L Denman	C Harris	3/11/2026
09/04/2025	9	Updated for the 2025 RTO standards	C Harris	L Denman	09/04/2028

**Master document is the Electronic File.**

**This document is uncontrolled when printed.**