

Policy Complaints, Grievances and Appeals

Policy Statement

Royal Life Saving Society Western Australia (RLSSWA) is committed to maintaining the principles of natural justice and procedural fairness in managing complaints, grievances and appeals received from our students and stakeholders in accordance with Standard 6 of The Standards for Registered Training Organisations (RTOs) 2015.

Definitions

Complaint - is any expression of dissatisfaction, frustration or perceived unfair practice regarding either an action or the service provided by the Registered Training Organisation.

Grievance – is any adverse feedback, concern or problem experienced which while not a formal complaint is an issue causing unease for a student or stakeholder of the Registered Training Organisation.

Appeal - is where a student or a stakeholder of the Registered Training Organisation disputes the outcome arising from either the complaints process or from an assessment judgement.

Scope

This policy applies to both formal and informal complaints, grievances, adverse or constructive feedback and appeals expressed both verbally and in writing to RLSSWA.

Complaints, grievances and appeals can arise from matters of concern relating (but not limited) to:

- Enrolment process
- Training delivery
- Assessment process
- Administration process
- RLSSWA Trainers and Assessors
- Quality of resources
- Discrimination
- Harassment

Natural Justice

Natural justice focuses on the principles of objectivity, equality and access and ensures that procedural fairness occurs during the complaints and appeals process.

It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Impartial investigation of an issue before a decision is made
- All parties being told the decision and the rationale for the decision

Access



All individuals who express any type of compliant, grievance or appeal will have the issue dealt with in an objective, efficient and confidential and manner.

All RLSSWA staff members will endeavour to resolve any issues experienced by students and stakeholders prior to the concern or issue escalating to a formal complaint. This could include an explanation into the rationale behind a decision or process, informal consultation between the parties concerned or conciliation between two parties.

Information regarding making a formal complaint or appeal will be available on the RLSSWA website and will also be provided by RLSSWA team members when interacting with dissatisfied students and stakeholders.

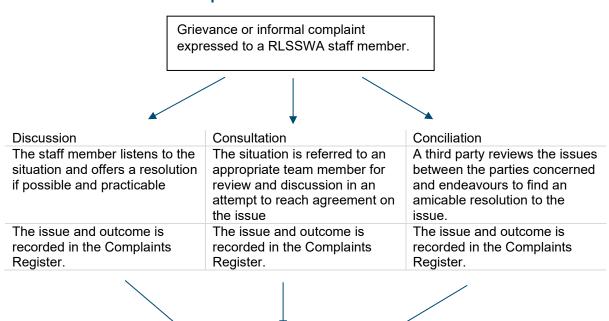
Complaints Resolution Process

The three flowcharts in this policy outline the process and timeframe in which RLSSWA manages grievances, complaints and appeals.

Each process includes the following considerations:

- Recording and acknowledgement of the grievance, complaint or appeal in either the Complaints Register or the Appeals Register
- Handling of the grievance, complaint or appeal with confidentiality, sensitivity and impartiality
- Consideration of all available information and perspectives on the situation
- Efficient resolution of the grievance, complaint or appeal in accordance with the timeframes specified in the flowcharts
- Rational behind the outcome
- Review by an appropriate independent third party. if required.

Grievances and informal complaints



If a resolution if not achieved, notify student or stakeholder of the formal complaints process.



Formal complaints

Grievance process fails to reach a resolution or a RLSSWA staff member is informed a student or stakeholder wishes to make a formal complaint.

Complainant directed to this policy on the RLSSWA website and requested to put the complaint in writing. RTO Complaints form completed by RLSSWA staff member.

Compliance Coordinator and Training Manager will acknowledge the complaint in writing within **five business days**. The Complaints Register will be updated.

The Compliance Coordinator will gather all pertinent details and a comprehensive investigation will occur. This includes contact with the complainant and all applicable parties to the situation.

The General Manager Operations will be notified and briefed on the situation.

The Complainant will receive fortnightly updates during the investigation process.

The findings will be reviewed by the General Manager Operations and a decision taken on the outcome.

The student or stakeholder will be advised of the outcome of the formal complaint in writing and informed of the Appeals process.

Note - RLSSWA will target to resolve formal complaints within twenty business days.



Appeals

Intent to appeal assessment judgement expressed to a RLSSWA staff member.

Intent to appeal outcome of a formal complaint expressed to a RLSSWA staff member.

RLSSWA direct to the Complainant and this policy on the RLSSWA website. Appeals form completed by RLSSWA staff member.



The Compliance Coordinator will acknowledge the appeal within **five business days**. The Appeals register will be updated.

The Compliance Coordinator will review the assessment evidence and allocate another assessor to consider the outcome. The student may be offered the opportunity for reassessment if required.

The student will be advised of the outcome of the formal appeal in writing. The student management system will be updated with the assessment judgement. The Compliance Coordinator will acknowledge the appeal within **five business days**. The Appeals register will be updated.

The General Manager Operations will review the appeal and conduct an investigation.

A third party independent of the RTO will conduct a review of the appeal.

The student or stakeholder will be advised of the outcome of the formal appeal in writing.

If the student or stakeholder is dissatisfied with the outcome of the appeals process, they will be directed to the regulator – ASQA.



Policy Complaints, Grievances and Appeals - Version Control			
Policy created	February 2023	Version Number	3
Review Date	February 2025	Authorisation	Jacqui Byala RTO Compliance Coordinator