

Policy No. 17

Complaints and Appeals

1. Policy Objective

The objective of the Complaints and Appeals Policy and Procedure for St John Ambulance Western Australia Ltd (St John) Registered Training Organisation (RTO) No. 0392 (St John RTO) is to ensure that St John RTO provides a complaints and appeals avenue to participants and to meet the Standards for RTOs 2015.

This Policy and Procedure supports the following Standards for Registered Training Organisations 2015:

- ▶ Standard 6.1;
- ▶ Standard 6.2;
- ▶ Standard 6.3;
- ▶ Standard 6.4;
- ▶ Standard 6.5; and
- ▶ Standard 6.6.

This St John RTO Policy is consistent with the St John Organisational Policy.

2. Policy

1. This Policy and Procedure version is effective as of 1 November 2017.
2. St John RTO will make this policy publicly available.
3. St John RTO will inform all course participants that they have the right to seek redress if they believe that they have been treated unfairly or if they are not satisfied with any of the training or assessment outcomes and the procedure that they must follow.
4. St John RTO participants and clients have the right to lodge a complaint or appeal within three (3) months of completing a course.
5. St John RTO will treat all complaints and appeals fairly.
6. St John RTO will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeals process.
7. St John RTO will manage its complaints via website:
 - ▶ <http://www.stjohnambulance.com.au/st-john/about-us/contact-us/feedback-complaints>;
 - and
 - ▶ St John Website Risk Management and Safety System (RMSS).
8. St John RTO will manage its appeals via:
 - ▶ LMS; and
 - ▶ FABS systems.
9. St John RTO will manage all its complaints and appeals as soon as practical able and no

longer than 60 calendar days.

- 10.** St John RTO will inform complainant or appellant in writing, including reasons why more than 60 calendar days are required to address their complaint or an appeal and will regularly update them on the progress.
- 11.** St John RTO will inform the complainant about the National Training Complaints Hotline NTCH@education.gov.au if the complaint or appeal is unresolved.
- 12.** This Policy and Procedure is to be read in conjunction with:
 - ▶ St John RTO Policy and Procedure No. 22 Records Management; and
 - ▶ St John RTO Policy and Procedure No. 29 Continuous Improvement.
- 13.** St John RTO Stakeholders may have written Workplace Instructions in place to supplement this Policy and Procedure.

Policy Administration		
Directorate:		Responsible Manager:
Community Services		Executive Manager Education Services
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	July 2018
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
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Version:	Decision Reference:	Synopsis:
1	Document Created	VET Reform and Standards for RTOs 2015
2	Minor Changes	St John RTO Stakeholder Feedback provided on 30/6/2015
3	Updated Spelling/Formatting	Following Review of Compliance Documentation
4	Annual review by RTO Stakeholders	<ol style="list-style-type: none"> 1. New format 2. Simplified procedure 3. Section 5 reduced 4. Section 6 added 5. Effective as of 1.11.2017