

# Complaints & Appeals Policy & Procedure

## **PURPOSE:**

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. The CYTS Process provides adequate opportunity for complaints and appeals to be forwarded to CYTS management in a timely, confidential and sensitive manner.

## **SCOPE:**

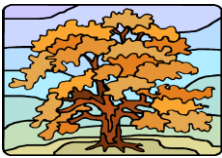
At CYTS the Executive Officer is appointed as the Complaints Resolution Officer. The Compliance Officer will evaluate any Assessment Appeals. The objective is to ensure that CYTS staff, students and those acting on behalf of CYTS act in accordance with the CYTS Code of Practice, behavior requirements, any funding contract requirements, Standards for RTOs 2015 and any relevant legislation. The process provides clients/stakeholders a clear process to follow in order to register a complaint or assessment appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

## **ASSESSMENT APPEAL PROCEDURE:**

Students have the right to challenge the assessment decision made by the Assessor. The following steps are to be followed to lodge an Assessment Appeal;

- a. The student should first discuss the decision and their opinions with the Assessor. If the student is still not satisfied with the result, or feels unable to approach the Assessor they can lodge an appeal with the Compliance Officer, by completing and sending an Assessment Appeal Form to CYTS.
- b. The Compliance Officer will notify the Assessor that an Appeal has been received, and request the details of the Assessment including a record of the assessment decision.
- c. The Compliance Officer will organise to review the Assessment and the Assessment decision, in conjunction with another suitably qualified Assessor.
- d. The outcome of the Appeal will be recorded on the Assessment Appeal Form, and discussed with the student. This process will be completed within thirty (30) days of lodgment.
- e. If longer than 30 days is required the student will be notified in writing, why the additional time is required and provided with regular updates on any progress.
- f. If the student is still not satisfied with the Assessment Appeal decision, CYTS will engage an independent RTO with the appropriate qualification/Unit of Competency on scope to review the assessment.
- g. The decision of the independent RTO will be considered as final and the student will be notified of this decision in writing.
- h. All complaints will be discussed at Management Review meetings for continuous improvement of the processes.
- i. All Assessment Appeals will be held on file located in CYTS administration.
- j. Details concerning the scope of CYTS Complaints and Appeals Policy are to be contained within the Student Handbook.
- k. The process for lodging an appeal is on the student Training and Assessment Plans.

Z:\Administration and Non Academic\Policy and Procedures\Complaints and Appeals Policy & Procedure.docx	Reference to Standards for RTOS 2015	6.1, 6.2, 6.3, 6.4, 6.5, 6.6
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## **COMPLAINTS PROCEEDURE:**

- a. All complaints should be committed to in writing at the earliest possible opportunity using the CYTS Complaints Form.
- b. The Executive Officer of CYTS may delegate responsibility for the resolution of the complaint as required.
- c. Complaints where possible are to be resolved within 30 days of the initial application.
- d. In all cases the final conclusion will be endorsement by the Executive Officer of CYTS.
- e. The client/stakeholder will be advised in writing of the outcome of their complaint.
- f. If the outcome is not satisfactory to the complainant, they may seek an appointment with the Executive Officer of CYTS.
- g. The Executive Officer of CYTS's decision will be final. The complainant has the option to seek outside assistance to pursue the complaint should they wish.
- h. All complaints will be handled as 'In-Confidence'.
- i. All complaints will be discussed at Management Review meetings for continuous improvement of the processes.
- j. All Complaints are to be held on file located in CYTS administration.
- k. Details concerning the scope of CYTS Complaints and Appeals Policy are to be contained within the Student Handbook.

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