



## VET Student Complaints/Appeal Application Form

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Student Name: \_\_\_\_\_

Class Group: \_\_\_\_\_ Date: \_\_\_\_\_

### Nature of Complaint/Appeal

Please use specific details (dates etc)

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Complaint Against \_\_\_\_\_

Student Signature: \_\_\_\_\_

Parent Signature: \_\_\_\_\_

Accepted by: \_\_\_\_\_ Position: \_\_\_\_\_

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Entered into Register of Complaints by:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Action taken: \_\_\_\_\_

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Outcome:

**File location:** G:\Curriculum\VET\VET 2016\VET 2016 Standards and Forms\VET Standards management governance\VET Complaints and Appeal Policy 2016\VET Students Complaints and Appeal Application Form

**Version date:** 1<sup>st</sup> July, 2015.

**Ownership:** Bundaberg State High School

**Review date:** January 2016

**Approved:** Michael Findlay RTO Manager

## 2.0 Appeals Procedure

- All formal appeals must be in writing and addressed to the Principal, as CEO of the RTO;
- On receipt of a written appeal:
  - a written acknowledgement is sent to the appellant from the Principal (via admin support);
  - the appeal is forwarded to the RTO manager;
- If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The Principal and/or the RTO manager will either deal with the appeal or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee;
  - The appeals committee shall not have had previous involvement with the appeal, and will include representatives of:
    - the Principal;
    - the teaching staff, and;
    - an independent person.
- The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The outcome/decision will be communicated to all parties in writing within 60 days;
- If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO;
- If the appellant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints ([www.qcaa.qld.edu.au/3141.html](http://www.qcaa.qld.edu.au/3141.html)).

**The root cause of any appeal will be included in the systematic monitoring and evaluation processes of the RTO so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.**