

# Complaints Policy & Procedure

## Purpose

Edmund Rice Education Australia Flexible Schools Ltd as a registered training organisation (Flexi RTO 46087) (the RTO) ensures this policy provides clear and practical guidelines to resolve student complaints equitably and efficiently, in accordance with the principles of natural justice.

## Scope

This Complaints Policy applies to students enrolled with the RTO. Complaints regarding school conduct can be directed to the individual school/partner principal.

## Definitions

Complaints include matters of concern to a student relating to training delivery and assessment, the quality of training, student support and materials, discrimination, and sexual harassment.

### Natural Justice Principals:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has the right to know what they are accused of.
- All parties are informed of the decision and reasons for the decision.

## Policy

The RTO believes that students have the right to raise a complaint without prejudice or fear of reprisals. The RTO will manage all complaints fairly, equitably, and efficiently, encouraging discussion and conciliation. If unresolved, an external independent mediator will be involved. Confidentiality will be maintained throughout the process.

## Procedure

Should a student have a complaint, the following steps are to be followed:

1. **Initial Discussion:** The student should discuss the complaint with their trainer/teacher to seek a verbal resolution.
2. **Escalation:** If unresolved, the student should raise the issue with the HOC/Principal.
3. **Formal Complaint:**
  - If no resolution is reached, the student must complete a complaint form, including:
    - Description of the complaint
    - Formal presentation wish
    - Steps taken
    - Correspondence copies
    - Desired outcome
4. **Acknowledgment:** The RTO will acknowledge receipt of the complaint in writing within 5 days and review the issue, commencing within 48 hours, with a response due within 30 days.
5. **Written Decision:** The RTO will provide a written response. If unsatisfied, the student can escalate to the RTO CEO for mediation.

6. **Outcome Communication:** All parties will receive a written statement of outcomes within 14 days. If the resolution exceeds 60 days, the student will be informed of the delay.
7. **Record Keeping:** A complaints record will be completed and stored in the student's file, noted in the complaints register.
8. **Further Action:** If still unsatisfied, the student may contact the VET Regulator.
9. **Documentation:** All documentation relating to complaints will be archived for 10 years for audit purposes.

### RTO acknowledgement and approval

The Chief Executive Officer (CEO) approves			
<ul style="list-style-type: none"> <li>The policy, procedure and implementation as outlined above</li> <li>The RTO Operations manager monitoring, evaluating and reviewing the application of this policy and ensuring compliance at all times</li> <li>that email addresses provide the same acknowledgment as a signature.</li> </ul>			
<b>CEO</b>		<b>RTO Operations Manager</b>	
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