



COMPLAINTS POLICY AND PROCEDURE

POLICY STATEMENT

MacKillop Catholic College RTO will ensure that it handles complaints and appeals fairly and without bias. The principles of natural justice and procedural fairness will be adopted at every stage of the complaints and appeals process. This will ensure that, unless the security or safety of individuals is at risk, there will be no impact on the enrolment of an individual while a matter is in progress and all efforts will be made to assist a complainant or appellant with their matter.

All formal complaints and appeals will be heard and decided within 60 calendar days of receiving the written complaint or appeal. If MacKillop Catholic College RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to prevent or reduce the likelihood of reoccurrence. All matters pertaining to complaints and appeals will be securely protected.

The Principal (as the chief executive officer) of MacKillop Catholic College is ultimately responsible for ensuring that the College RTO complies with this policy and procedure.

The Policy will be provided on the College website with information about how to make a complaint or lodge an appeal.

PROCEDURE

Ref	Process	Actions
1.1	Prevention	MacKillop Catholic College seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with a complainant.
1.2	Make a complaint	If the staff member is unable to immediately resolve a grievance, request the person put their grievance in writing to the RTO Manager as a formal complaint. MCC 6.1.1 Complaints Form
1.3	Review the complaint	<p>RTO Manager will:</p> <ul style="list-style-type: none"> • Review the complaint within five (5) days of receiving the complaint • Acknowledge receipt of the complaint within 2 school days • Undertake preliminary enquiry to determine nature of the complaint • Inform other relevant parties (if necessary) • Provide all parties an opportunity to present their cases (with a support person and/or parent/guardian if a learner or an independent adviser if a client or other stakeholder) • Discuss the resolution and any arrangements required by the RTO with the parties • Record outcome of discussion on MCC 6.1.1 Complaints Form • Determine suitable resolutions for the complaint • Make available an independent panel to review the complaint if requested by the complainant • Record the resolution arrangements on MCC 6.1.1 Complaints Form • Provide the outcome in writing to the complainant (and other parties if relevant) <p>*If the complaint is made by or relates to a current learner, there will be no action to the learner's enrolment during complaint resolution, unless there is a serious concern for the health and safety of that or any other learner/s.</p>

1.4	Determination of outcomes	<p>Within 14 school days, RTO Manager will provide the complainant (and if relevant, parent/care giver) a written response identifying and explaining the actions taken to address the complaint.</p> <p>In the written response, the complainant (and if relevant, parent/care giver) is invited to contact the RTO Manager to discuss their satisfaction with the outcome to the complaint.</p>
1.5	Timeframes	<p>If a complaint cannot be processed and finalised within 60 calendar days, MacKillop Catholic College will:</p> <ul style="list-style-type: none"> • Inform the complainant in writing, citing reasons for the delay, and; • Regularly update the complainant on the progress of the matter
1.6	Appeal outcome	<p>If the complainant is dissatisfied with the outcome, they can appeal in accordance with the MacKillop Catholic College's PR 4.0 Appeals Procedure</p>
1.7	Records	<p>Written records will be retained in MacKillop Catholic College's Complaints file and/or a copy stored on the relevant learner's files (if applicable).</p> <p>All complaint records are stored and maintained in accordance with PR 6.0 Records Management Procedure.</p>
1.8	Improvement	<p>From any substantiated complaints and appeals, as well as the complaints and appeals policy, the causes will be reviewed as part of the continuous improvement processes and as part of PR 1.0 Quality Assurance Procedure and appropriate corrective action taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded on the MCC1.1.2 Improvement Register.</p>
1.9	Illegal activity	<p>Any complaint that is related to illegal activity, such as theft, assault etc, will be referred to the appropriate authority.</p>