

	Title: Complaints and Appeals Policy (VET)	
	Version: V1.00	Date: 30/03/2016
	Policy Area: Academic	Next Review: 01/07/2016
	Approval: Academic Board	Signature: 

COMPLAINTS AND APPEALS

Vose Seminary's Management shall ensure that all complaints and appeals are dealt in accordance with the principles of natural justice and procedural fairness. The policy remains publically available. This policy includes appeals against assessment judgements. All complaints and appeals shall be subject to notification within Vose Seminary management meeting and require the implementation of Vose Seminary's complaints and appeals process. The Principal will be made aware of all complaints.

Scope of Complaints and Appeals Policy

Vose Seminary will manage and respond to allegations involving the conduct of:

- a) Vose Seminary , its trainers, assessors or other staff;
- b) a third party providing services on Vose Seminary's behalf, its trainers, assessors or other staff; or
- c) a learner enrolled in Vose Seminary.

Complaints and Appeals Procedures

Learners may choose to submit a complaint to Vose Seminary staff via the Informal Process or Formal Process.

(Please note Vose Seminary staff' will be considered to include third parties or partnering organisation staff)

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Informal Complaints Procedure

- Learners may submit a complaint (verbally or in writing) directly to Vose Seminary staff with the purpose to resolve a complaint through discussion and through mutual agreement. All complaints received will be acknowledged in writing by Vose Seminary Management.
- Vose Seminary staff are required to explain to the Learner the informal, formal and complaints and Appeals processes available to them.
- Learners may be accompanied by a third party of their choice to support them in the informal process discussion.
- All informal complaints when finalised shall be reported to Vose Seminary's Management by Vose Seminary staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.
- All informal complaints that are not resolved with Learners by mutual agreement with Vose Seminary's staff will require the completion of the formal complaints process.

Formal Complaints Procedure

- When a Learner wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff) the Learner may submit a formal complaint to the Vose Seminary management utilising the 'Student Complaint Form'.
- The Vose Seminary's Management will respond in writing to all formal Learner complaints within 5 working days of receipt of a 'Student Complaint Form'.
- When a Complaint is recognised as requiring more than 60 calendar days to resolve Vose Seminary's management must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.
- Vose Seminary's Management shall respond to formal complaints from Learners in writing proposing a resolution to the complaint.
- Vose Seminary Management responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- All formal complaints when finalised shall be reported to Vose Seminary's Management by Vose Seminary's staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

External Appeals

In the event of a Learner advising that they are dissatisfied with the proposed solution for a formal complaint to Vose Seminary's management, the Director of Vocational Education and Training shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

External Appeals Procedure

- the Director of Vocational Education and Training shall advise the Learner that an Independent Third party shall be sought to consider the nature of the complaint and a possible further resolution at no cost to the Learner.

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- The selection of the Independent Third party shall be communicated with the Learner and the selection must be with the mutual agreement of the Learner.
- Vose Seminary's management shall make contact with the Independent Third party and provide all documentation related to the formal complaint and Learner contact details.
- Independent adjudication responses must be within 7 days from the date that all formal complaint documentation is provided to the Independent Adjudicator.
- When an Appeal process is recognised as requiring more than 60 calendar days to resolve Vose Seminary's management must inform the appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter.
- On receipt of the formal complaint documentation the Independent Third party shall make contact with Vose Seminary's Management staff and the Learner and arrange a suitable time for further discussion pertaining to the formal complaint.
- All Independent Third Party proposed solutions shall be final and be reported to Vose Seminary's management and the Learner in writing and will require immediate implementation by both parties.

Assessment Results Appeal

All appeals from Learners relating to assessment results must be received in a period no longer than 3 months following the competency decision.

Assessment Results Appeal Procedure

- Staff delivering training and assessment services on behalf of Vose Seminary will be required to:
- Provide timely guidance to all course participants regarding the assessment appeals procedure.
- Clarify any aspects of the assessment results that a Learner does not understand.
- Provide each Learner that requests an assessment appeal with the required '**Assessment Appeal form**'.
- Communicate directly via email as soon as possible with Vose Seminary's management on any advice (verbal or written) provided by a Learner that they are seeking to appeal an assessment decision.
- Schedule a meeting with the Learner and Vose Seminary's management when a completed assessment appeal form is received from a Learner.
- Communicate any outcome decision by Vose Seminary's management to uphold or overturn an assessment appeal to the Learner's by completing the assessment appeal form clearly identifying the reason for the outcome.
- All assessment appeals will be processed by Vose Seminary's staff and management within 10 days of receipt of an appeal. All assessment appeals must be maintained on the Learner's file.
- Learner records will be adjusted to comply with Vose Seminary's management appeal outcome decisions.

Complaints and Appeals Records

Vose Seminary's management shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in Vose Seminary's Management meeting minutes identifying potential causes of complaints and appeals and takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

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Records of all Informal, Formal complaints and appeals will be recorded in Vose Seminary's review meeting minutes and all written Learner complaints records will be retrievable through the Vose Seminary Drive and Audit Ready.

Appendix: Document History and Version Control Record

Document Title: Complaints and Appeals Policy (VET)
Source Documents: Audit Ready Stock Policy
Associated Internal Documents: [Standard 6.1-6.6](#)
Associated External Documents
Authorised Officer: Compliance and Administration Officer
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Version Number	Version Date	Authorised Officer	Amendment Details
D0.01	21/01/2016	Compliance and Administration Officer	Adaptation of stock policy from Audit Ready
V1.00	21/01/2016	Director VET	Approved Draft

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