



Complaints and Appeals Policy

This Complaints and Appeals Policy and related procedures are designed to ensure that LAF College of Vocational Education responds effectively to individual cases of dissatisfaction.

This policy outlines LAF College of Vocational Education's approach to managing complaints and appeals and ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner. There is no cost to students with regard to any aspect of the complaints and appeals process.

This policy ensures compliance with the VET Quality Framework.

Nature of complaints and appeals

Complaint – a person's expression of dissatisfaction with any service provided by LAF College of Vocational Education.

Appeal – a request to review a decision that has previously been made.

Complaints and appeals may be made in relation to any of LAF College of Vocational Education's services, activities and decisions such as:

- the enrolment, induction/orientation process;
- the quality of education provided;
- training and assessment matters, including student progress, assessment, curriculum and awards in a course of study;
- access to personal records;
- decisions made by LAF College of Vocational Education; and/or
- the way someone has been treated

Resolving Issues before they become a formal complaint

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. LAF College of Vocational Education's Campus Manager is available to assist students to resolve their issues at this level and/or to assist the student with lodging the relevant documentation for the submission of a formal complaint.

To make a complaint

Formal complaints and appeals may be made in writing to the Campus Manager according to the Complaints and Appeals Procedure. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.

LAF College of Vocational Education acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally. This is defined as an external appeal and procedures for such an appeal are outlined in LAF College of Vocational Education Complaints and Appeals Procedure.

Lodging an appeal of an assessment decision

Students have the right to make an appeal against the academic decisions made by LAF College of Vocational Education and this is known as an assessment appeal.

Formal assessment appeals should be made in writing and made attention to the Campus Manager.



Appeals against assessment decisions and other academic matters must be made within twenty-one (21) days of the original decision being made.

When students make an appeal against an assessment decision, they should provide as much information as possible to enable LAF College to investigate appropriately and determine an appropriate solution.

The appellant is invited to include suggestions about how the matter might be resolved.

Internal appeal

In the case of an assessment appeal and following an internal review of the assessment, LAF College of Vocational Education may appoint an independent, qualified assessor to review and make a decision on the assessment.

External complaints and appeals

External appeals – domestic students

LAF College of Vocational Education acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally and will offer to arrange this for complainants who are not satisfied with the decisions made by LAF College of Vocational Education See 5.2 below

Where a student remains dissatisfied with the result or conduct of LAF College of Vocational Education's internal procedures for handling of a complaint, the student has the right to access an external appeals process at minimal cost. This is to occur within twenty (20) working days from the date nominated in the written outcome of the Internal Appeal, unless special circumstances apply.

Domestic students have a number of external sources where they can raise a complaint or appeal including:

ASQA (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)

Relevant state fair trading/consumer affairs department (<http://www.consumer.vic.gov.au/>)

Administrative Appeals Tribunal (<http://www.aat.gov.au>)

NB : ASQA can only deal with complaints about:

- the information provided by an RTO about its course/s
- the delivery and assessment of training received
- the qualifications issued or to be issued.

LAF College of Vocational Education will be bound by the External Reviewer's recommendations and the Campus Manager will ensure that any recommendations made are implemented within 30 days of receipt of the report from the External Reviewer.

Record keeping and confidentiality

A written record of all complaints and appeals handled under this policy and procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the complaint or appeal appropriate access to these records.

All records relating to complaints and appeals will be treated as confidential and will be covered by LAF College of Vocational Education's Privacy and Personal Information Policy.

A record of the relevant complaint and/or appeals will be kept on the student's file including the outcome of the complaint and/or appeal.



Non-limitation of policy

LAF College of Vocational Education and Training complaints and appeals policy do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law.

Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws.

Also, the policy does not circumscribe an individual's rights to pursue other legal remedies.

Complaints and Appeals Procedure

The procedure that LAF College of Vocational Education follows to manage complaints and appeals to ensure that all students ('complainant') are aware of the steps to take to have their appeal addressed appropriately are summarised as follows:

Make informal complaints:

- Wherever possible, students and clients should attempt to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. LAF College's Campus Manager is available to assist students to resolve their issues at this level.

Make complaint in writing:

- Formal complaints should be made in writing and made attention to the Campus Manager.
- When making a complaint, provide as much information as possible to enable LAF College to investigate appropriately and determine an appropriate solution.
- Students are invited to include suggestions about how the matter might be resolved.

Acknowledge receipt of complaint or assessment appeal and commence process:

- The College will provide receipt of the complaint or assessment appeal to the student within five working days.
- The College will commence the complaints and appeals process within ten days of receipt of the written complaint. All reasonable measures must be taken to finalise the process as soon as practicable and within twenty (20) days.

Investigate and review the complaint:

- Upon receiving the complaint, the Campus Manager may request further details from the complainant. This may be sought by written or verbal request or by face-to-face interview with the complainant and/or respondent(s).
- When such clarification occurs in a face-to-face interview, the persons being interviewed may have another person accompany them.
- Investigation into the matter will take place to ensure LAF College has accurate, complete and relevant information.
- The Campus Manager will review the information and decide on the appropriate actions to be taken

Recommend resolution and provide report to complainant:

- The Campus Manager will endeavour to resolve the complaint. Within ten working days, the Campus Manager will provide a written report to the complainant on the steps taken to address the complaints and will include their recommendations and reasons for their decision.



- The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of the formal complaint.

Internal Appeal:

- If the complainant is dissatisfied with a non- academic compliant outcome, they may lodge an appeal with the Campus Manager.
- An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within ten (10) working days.
- Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.
- Note that in the case of an assessment appeal, LAF College will appoint an independent, qualified assessor to review the assessment.
- Following the consultation, the Campus Manager (or nominee) will provide a written report to the complainant within ten working days, advising the further steps taken to address the complaint, including the reasons for the decision.
- The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.
- Where the decision supports the student's appeal, the Campus Manager will ensure that the decision and/or corrective or preventative action is immediately implemented and the student will be advised of the outcome.

External Appeal:

- If the complainant is dissatisfied with the outcome, they are entitled to have the matter dealt with through an external dispute resolution process
- It the responsibility of the student to initiate the external dispute resolution process. However, Campus Manager can provide assistance with advice on relevant external bodies and with accessing or completing application forms.