



Student Complaints and Appeals Policy



Responsibility

Quality Assurance Manager is responsible for overseeing the processing and recording of all student complaints and appeals.

Individual Managers are responsible for handling Stage 1 complaints / appeals related to their areas of responsibility.

Legislation / Contracts

- SRTO 2015 – Clauses 6.1, 6.2, 6.3, 6.4, 6.5

Related Policies and Procedures

- Quality Assurance – Continuous Improvement Policy
- Student Enrolment Policy
- Assessment Policy
- Third Party Arrangements Policy

Purpose

The purpose of this policy is to ensure that any student complaints and appeals are handled in a fair and unbiased manner and that students are provided sufficient information regarding the complaint and appeal process. The results of all complaints and appeals are used to improve services provided through the continuous improvement system.

Definitions

Kirana Education - Refers collectively to services delivered through its sub brands Kirana Colleges and Kirana Workforce Development and its group of Registered Training Organisations. The Kirana Education group of RTOs consists of;

- Access Training Institute Pty Ltd
- Kirana Training Pty Ltd
- Maxis Solutions Pty Ltd
- Precision Training Australia Pty Ltd
- Insight Training Group Australia Pty Ltd
- Learning Lab Pty Ltd

Complaint refers to dissatisfaction with a service offered or treatment received at Kirana.

Complainant refers to Students who have lodged a complaint with Kirana.

Appeal refers to dissatisfaction with an assessment result decision made by the Kirana.

Appellant refers to Students who have lodged an appeal with Kirana.



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Policy

1. OVERVIEW

Kirana endeavours to create a positive learning environment for students. Part of the maintenance of that positive environment is a fair and open complaints and appeals policy made available to all students. For this reason Kirana is committed to providing an effective, efficient, timely, fair and confidential complaints and appeals handling procedure for all students.

This policy covers both complaints and appeals regarding services or treatment received at Kirana or at any third party organisation acting on Kirana's behalf.

2. RESPONSIBILITY

Each Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and students are made aware of its availability.

3. GENERAL PRINCIPLES

These principles apply to all stages of this complaints handling procedure which will be adhered to by Kirana, are:

- The complaint and appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case. Under normal circumstances the Complainant can expect at least a provisional written response within 10 working days of presenting their complaint or appeal. If resolution takes longer, the Complainant will be kept informed in writing on the progress of the case.
- Where Kirana considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant/appellant in writing, including why more than 60 days are required, and maintain regular contact with the complainant/appellant on progress.
- The Complainant / Appellant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant / Appellant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant / Appellant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant / Appellant and/or any respondent if requested.
- Records of all complaints / appeals will be kept for a period of five years and will be kept strictly confidential. All complaints / appeals must be documented on the Complaint/ Appeal Record and reported to the Quality Assurance Manager.
- Identified Improvement Action items are to be reported to the Quality Assurance Manager using the Continuous Improvement Log for recording on the Continuous Improvement Register.
- A Complainant / Appellant shall have access to Stage One and Stage Two of this complaints handling procedure at no cost.

4. BEFORE AN ISSUE BECOMES A FORMAL COMPLAINT OR APPEAL

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are staff available to assist the resolution of issues at this level. Please note that it is not mandatory for complainants to raise a complaint informally.



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In the event of an assessment being deemed Not Yet Competent, students are provided two opportunities to resubmit their assessments. Students should, wherever possible, try resolve concerns or difficulties with their Assessor at this time.

5. PUBLICATION

This Student Complaints and Appeals Policy will be made available to students and those seeking to enrol with Kirana through publication on the website (<http://www.kirana.com.au/>) and in the Student Handbook.

Procedure

STAGE ONE

- Formal complaints and appeals may be submitted to the Student Support Team in writing or by phone.
- Formal complaints and appeals must be recorded on a Complaints / Appeals Record and submitted to the responsible manager.
- Appeals must be received by the National Education Manager within 28 days of the assessment decision.
- Receipt of formal complaints and appeals will be acknowledged in writing within 2 working days of receipt.
- The responsible Manager will then assess the complaint / appeal, determine the outcome and advise The Complainant / Appellant in writing of their decision within 10 working days. If a complaint / appeal cannot be solved within this time the complainant will be informed in writing of the reasons within 10 working days and kept up to date on progress.
- Where Kirana considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the Complainant / Appellant in writing, including why more than 60 days are required, and maintain regular contact with the complainant/appellant on progress.
- The Complainant / Appellant has the right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

STAGE TWO

- If the Complainant / Appellant is not satisfied with the outcome of Stage One they may lodge their complaint / appeal with the Quality Assurance Manager at Suite 8, Level 1, 50 Macquarie Street Liverpool NSW 2170.
- Receipt of complaints and appeals lodged with the Quality Assurance Manager will be acknowledged in writing within 2 working days of receipt
- The complaint / appeal will be determined by the Quality Assurance Manager who is known as the Reviewer.
- The Reviewer will conduct all necessary consultations with the Complainant / Appellant and other relevant persons and make a determination of the complaint / appeal. The Complainant / Appellant will be advised in writing of the outcome of their complaint / appeal, including the reasons for the decision within 10 working days. If a complaint / appeal cannot be resolved within this time, the Complainant / Appellant will be informed in writing of the reasons within 10 working days and kept up to date on progress.
- Where Kirana considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant/appellant in writing, including why more than 60 days are required, and maintain regular contact with the complainant/appellant on progress.
- The Complainant / Appellant has the right to progress to Stage Three of the Complaints and Appeals Procedure if they consider the matter unresolved.



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STAGE THREE

- If the Complainant / Appellant is not satisfied with the outcome of their appeal then an independent mediator will be sourced by Kirana Training through LEADR, the Association of Dispute Resolvers.
- The Complainant / Appellant will be required to share the costs of such mediation equally with Kirana.
- If the you are unsatisfied with the outcome of the mediator's decision, then you may contact the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

The National Training Complaints Hotline will not investigate complaints but will forward complaints to the most appropriate agency, authority or jurisdiction for consideration.

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

- Kirana agrees to be bound by the recommendations arising from the external review of the complaint and the Quality Assurance Manager will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations.