



BILOELA STATE HIGH SCHOOL

Vocational Education and Training

Provider Number 30232

Policy

A **complaint** can be made in writing to Biloela State High School regarding:

- Complaints received by the RTO will be acknowledged in writing and finalised as soon as possible.
- the conduct of the RTO's officers, students or third-party service providers of the RTO.
- Any RTO officer may receive a complaint verbally, in writing or electronically.

The RTO identifies two types of complaints:

- type 1: allegations of inappropriate behaviour and/or child protection. These allegations are processed according to the RTO's complaints policy and procedure
- type 2: all other complaints.
- Without limiting the action in type 1 complaints, this complaints policy is publicly available and upholds the principles of natural justice and procedural fairness.
- A review of the issues that triggered the complaint is undertaken. The review aims to identify corrective actions that will eliminate or mitigate the likelihood of a similar complaint occurring in the future.

An **appeal** can be made to Siena Catholic College to request a review of a decision, including assessment decisions. Appeals should be made to the trainer/assessor in the first instance, but can also be made to the Curriculum Leader or the RTO Manager.

If the school RTO considers that 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 for the extended timeframe in writing and will be regularly updated on the progress of the matter.

Procedure

1. On receipt of a complaint, the delegated RTO Complaints officer:
 - provides written acknowledgment to the complainant
 - informs both the complainant and the respondent of their right to be assisted by a third party
 - communicates on the progress of the proceedings to the complainant and the respondent throughout the complaint process
 - if the complaint relates to the conduct of a third-party service provider, the Complaints officer informs the third party on receipt of the complaint and communicates progress on the proceedings with the third party.
2. The RTO officer receiving the complaint forwards it to the RTO Complaints officer (unless it relates to the Complaints officer, in which case it is forwarded to the Principal).
 - a. For type 1 complaints, the Complaints officer follows the school's complaints policy and procedure in accordance with the student protection policy.
 - b. For type 2 complaints, the Complaints officer:
 - i. organises a mediation process that is non-threatening to the complainant
 - ii. establishes a review by an appropriate party independent of the RTO if mediation has not resolved the complaint
 - iii. refers the complainant to the QCAA website for further information about complaint processes if the complainant is still not satisfied.
3. The complaint/appeal is recorded throughout the process. Outcomes from the complaint/appeal will be provided in writing once finalised.



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COMPLAINT FORM

Student's Name: _____ Care Group: _____

Date: _____

Nature of Complaint/Appeal

Please use specific details (dates etc)

How would you like to see this resolved?

Complaint Against _____

Student's Signature _____ Parent's Signature _____

Accepted by _____ Position _____



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RESOLUTION FORM

Student's Name: _____ Care Group: _____

Date: _____

Nature of Complaint (Brief description only)

Resolution

I AGREE TO THE ABOVE RESOLUTION

Parent/Guardian Name(if student under 18) Parent/Guardian Signature(if student under 18) Date
Student Name (if over 18) Student signature (if over 18)

Staff Member Name

Staff Member Signature

Date

Principal Name

Principal Signature

Date