Trinity College

BEENLEIGH

RTO 30527

Complaints and Appeals Policy

2027

(To be read in conjunction with the RTO Policy and Procedures)

Trinity College Beenleigh
Complaints and Appeals Policy

Trinity College Beenleigh as an RTO has a complaints and appeals policy specific to the RTO operations. A complaint can be made to the school RTO regarding the conduct of:

- the school RTO, its trainers, assessors or other school RTO staff;
- students of the RTO;
- any third parties providing services on behalf of the school RTO (if relevant)

An appeal can be made to the school RTO to request a review of a decision, including assessment decisions.

The school RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If the school 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.

Complaints or appeals should be directed to the principal as CEO of the school RTO and either posted to the College (Scott Street, Beenleigh QLD 4207) or emailed to sbeenleigh@bne.catholic.edu.au.

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 eliminate or mitigate the likelihood of reoccurrence.

The Principal (as the chief executive officer) of the school RTO is ultimately responsible for ensuring that the school RTO complies with the 2025 Standards for RTOs (the Outcome Standards and Compliance Standards), including Standards 2.7 (feedback and complaints) and 2.8 (appeals). This includes the complaints and appeals policy and procedures.

Complaints procedure

- All formal complaints must be in writing and addressed to the principal, as CEO of the RTO;
- On receipt of a written complaint:
  - a written acknowledgement is sent to the complainant from the Principal (via admin support);
  - the complaint is forwarded to the RTO manager.
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The principal and/or the RTO manager will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee;

- The complaints committee shall not have had previous involvement with the complaint and will include representatives of:
    - the principal;
    - the teaching staff, and;
    - an independent person.
- The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The relevant staff member, third party or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
    - The outcome/decision will be communicated to all parties in writing within 60 calendar days;
- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO;
    - If the complainant is still not satisfied, the principal will refer them to the QCAA website for further information about making complaints (https://www.qcaa.qld.edu.au/senior/vet/appeals-complaints/make-complaint).

The root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence. Complaints are also analysed for trends and for their potential impact across all areas of RTO operations.

Appeals procedure

- All formal appeals must be in writing and addressed to the principal, as CEO of the RTO;
- On receipt of a written appeal:
    - a written acknowledgement is sent to the appellant from the Principal (via admin support);
    - the appeal is forwarded to the RTO manager;
- If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The principal and/or the RTO manager will either deal with the appeal or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee;
    - The appeals committee shall not have had previous involvement with the appeal, and will include representatives of:
        - the principal;
        - the teaching staff, and;
        - an independent person.

- The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
    - The outcome/decision will be communicated to all parties in writing within 60 calendar days;

- If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO;

    - If the appellant is still not satisfied, the principal will refer them to the QCAA website for further information about making complaints (https://www.qcaa.qld.edu.au/senior/vet/appeals-complaints/make-complaint).

The root cause of any appeal will be included in the systematic monitoring and evaluation processes of the RTO so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence. Appeals are also analysed for trends and for their potential impact across all areas of RTO operations.