

# REDBANK PLAINS STATE HIGH SCHOOL

## COMPLAINTS PROCEDURES

Complaints and appeals are managed by the School in a fair, efficient and effective manner, adhering to the principles of natural justice.

Complaints arise when a student is dissatisfied with an aspect of the school RTO's services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the school RTO has made.

Appeals can relate to assessment decisions, but they can also relate to other decisions. Students with either a complaint or an appeal will have access to a formal complaint or appeal process.

The HOD VET will keep a Register of complaints which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

### Complaints procedure

- All formal complaints must be in writing and addressed to the Principal, as CEO of the RTO.
- Students making a complaint may access any of their support services when making the complaint, including
  - Scribes
  - Culturally appropriate personnel/staff.
- 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 30 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
  - 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 30 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 ([www.qcaa.qld.edu.au/3141.html](http://www.qcaa.qld.edu.au/3141.html)).

The root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.