

Policy Name	Policy – Complaints
Related Legislation	Training and Skills Development Act 2008 (SA) National Vocational Education and Training Regulator Act 2011
Related Standards	Standard Six Fair Complaints Handling

ITEM:	POLICY:
Purpose	Students have the right to lodge a formal complaint concerning services provided by RST.
Scope	All workers and students.
Principles	<p>The complaint policy is based on the understanding that no action will be taken without consulting the complainant.</p> <p>Complainants are requested to raise their issue with RST staff and attempt to resolve the matter before making a formal complaint.</p> <p>This complaints policy has been developed to respond to complaints about RST, RST staff, students and third parties. The principles are:</p> <ul style="list-style-type: none"> • The process will remain confidential. • The rights of all will be acknowledged and protected throughout the entire complaint resolution process. • Parties concerned have the right to representation during the complaint resolution process. • Victimisation will not be tolerated. • Complainants retain the right to lodge a complaint with relevant outside agencies at any point during the complaint resolution process. If a complaint is lodged externally, it shall not proceed further internally. • Complaints involving criminal matters will be referred to the Police.
Responsibilities	<p>The complainant is responsible for initiating a formal complaint in writing.</p> <p>RST staff will ensure that complaints are dealt with in a constructive and timely manner through proper and fair avenues of redress.</p> <p>RST staff will ensure that complainants are informed of decisions.</p> <p>RST staff will acknowledge the complaint in writing.</p>

This policy has been approved by: 

Version	0.2
Last Reviewed	25/06/2019
Next Review date	25/06/2021
Approved by	CEO Caroline Graham
Review Frequency	2 year

