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| Policy Name | Complaints Policy |
| Date | 3 July 2024 |
| Responsible dept. | Management |
| Current Version | V6 |

PURPOSE

CAL is committed to providing students with the best possible environment in which to study. To ensure that complaints are dealt with in a responsive, timely manner, that recognises the rights and responsibilities of individuals and recorded in line with appropriate legislation.

SCOPE

This policy is applicable to all CAL students, prospective students, and other approved stakeholders.

DEFINITIONS

Complaint: A person's expression of dissatisfaction with any service provided by CAL.

Appeal: A request to review a decision that has previously been made.

Complainant: The person who is making a complaint.

POLICY STATEMENT

CAL will address any, and all, complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made. All complaints will be treated confidentially.

If a formal complaint proceeds, it will be taken seriously and investigated in an impartial manner.

A candidate's progress through a study program will not be disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.

Any substantiated complaints, as well as the complaints policy, will be reviewed as part of the continuous improvement process.

Complainants also have the right to appeal a decision. The CEO, in consultation with the individual/s involved, will review the initial complaint and decision and either uphold the decision or propose an alternative decision.

Supporting Documents:

- CAL Student Handbook
- Student Conduct Policy
- Online Study Group Code of Conduct
- Assessment Appeals Policy
- Plagiarism Policy
- Complaints Form.

PROCEDURE

| Action | Responsibility |
|--|--------------------------------|
| RTO receives complaint from complainant. | Complainant |
| <p>The complaint will be recorded in the Complaints Register which must include the following:</p> <ul style="list-style-type: none"> • Submission date of the complaint • Name of the complainant • Description of the complaint • Determined resolution • Date of resolution • Any supporting documentation. | Learning & Development Manager |
| CAL will contact the complainant within TWO working days and seek to identify the issue and seek to resolve the concern immediately and the outcome will be recorded in the Complaints Register. | Learning & Development Manager |
| The proposed resolution will be communicated to the complainant within FIVE working days and agreement sought. If required, an external third party may be appointed to act as mediator and the student may choose to be accompanied by a support person. | CEO |

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| <p>Once agreement is made, CAL will:</p> <ul style="list-style-type: none"> • Provide the complainant with written confirmation of the resolution • Record the action/s taken on the Complaint Register • Document any policy or procedure changes to be made, implement changes and record in the Continuous Improvement Register • All associated communication and documentation will be saved internally. | <p>Learning & Development Manager</p> |
| <p>In the event that the complaint cannot be resolved between CAL and the student, the student may wish to escalate the matter to the Australian Skills Quality Authority (ASQA) through ASQA's online complaints system at www.asqa.com.au</p> | <p>Complainant</p> |
| <p>All complaints from the quarter will be reviewed in the Executive Leadership Team quarterly meeting.</p> | <p>CEO</p> |

| Policy Administration | | | |
|-------------------------|------------------|--|-----------------|
| Version | Date Approved | Approved by | Next Review Due |
| 1 | 14 May 2012 | Helen Sabell | January 2014 |
| 2 | 10 January 2014 | Helen Sabell | January 2015 |
| 3 | 20 February 2015 | Helen Sabell | February 2016 |
| 4 | 26 June 2018 | Sarah Sabell | June 2019 |
| 5 | 14 August 2019 | Sarah Sabell | August 2020 |
| 6 | 3 July 2024 | Sarah Sabell | July 2025 |
| Compliance References | | | |
| Statutory | | The <i>Standards for Registered Training Organisations (RTOs) 2015</i> Clauses: 6.1, 6.2, 6.3, 6.4, 6.5 | |
| Industry | | Vocational Education and Training (VET) | |
| Document Located | | E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS | |