COMPLAINTS AND APPEALS
Policy

RESPONSIBLE COMMITTEE: Institute Board
CATEGORY: Institute Governance
DATE OF NEXT REVIEW: August 2016
RELATED POLICIES AND DOCUMENTS: Complaints Resolution Procedure
Academic Grievance Procedure
VET Fee Help Policy

Introduction
South West Institute of TAFE aims to resolve complaints and appeals honestly, fairly and without bias. Wherever possible, complaints and appeals will be managed internally.

The National VET Regulator (NVR) requires the Institute to define the process that ensures current, past or prospective students, other external clients and the public who may have a complaint and appeal that requires address are managed consistently, effectively and efficiently.

In addition to these requirements, the Institute must meet requirements under the Higher Education Support Act 2003.

Scope
This Policy is broad sweeping and applies to persons, businesses or agencies that engage with South West TAFE including students, employees and employers.

In instances where a complaint relates to a perceived activity of illegal behaviour or putting the Institute or community at risk, it is highly likely that police will be contacted.

Academic related complaints and appeals
The Institute has an Academic Grievance Procedure to deal with matters of concern related to training delivery, teacher performance, and/or course expectations. The Academic Grievance Procedure outlines the handling of complaints and appeals and is easily accessible to current, prospective and previous students, including those who are or would be entitled to VET FEE-HELP assistance and employers of apprentices and trainees studying at the Institute.

Non Academic related complaints and appeals
Issues of a non-academic nature – for example, concerns about facilities, parking, and marketing practices – can be referred to the Institute for attention through the Institute’s Feedback process without lodging a formal complaint. Where the issue constitutes a complaint, the Institute’s Complaints Resolution Procedure will be followed.

Principles:
All complaints and appeals will:
• Have specified timelines for responses of each stage of the process;
• Allow the complainant and/or respondent to be accompanied and assisted by a third party if desired;
• State that decisions and actions are given in writing if requested by the complainant and or/respondent;
• Ensure that complainants and respondents are not victimised or discriminated against;
• Be complete, unambiguous, agreed to and ratified through delegation to an appropriate Executive Manager, by the Institute.

Process
The Complaints and Appeals management process will have:

- provision for appeal through an independent internal investigation of complaints which remain unresolved
- provision for external review of decisions made following any internal investigation; and
- consideration of any recommendations arising from the external review.

**Nominated Complaints Manager**

In the first instance, all complaints and/or concerns are lodged with the Institute Audit and Compliance Officer who is the Institute’s nominated complaints manager. They can be contacted in writing by

Audit and Compliance Officer  
South West Institute of TAFE  
P O Box 674  
WARRNAMBOOL  3280

Or via [info@swtafe.vic.edu.au](mailto:info@swtafe.vic.edu.au)

Or using the “feedback: button on the website – www.swtafe.vic.eu.au

**Access and equity**

The Institute is committed to adhering to access and equity principles in the implementation of this policy.