

# Complaints and appeals

## VET policies and procedures

School RTO approval statement					
School RTO name	Good Counsel College				
Policy start date	1/02/2021	QCAA school number	581	National provider number	30664
<b>The Principal as Chief Executive Officer (CEO) approves:</b> <ul style="list-style-type: none"><li>• the policy, procedure and implementation requirements</li><li>• all identified attachments to this policy and procedure</li><li>• all modifications to the policy and procedure prior to implementation</li><li>• the delegated Registered Training Organisation (RTO) officer/s to implement the policy and procedure</li><li>• the allocation of time to ensure delegated officers carry out all components within the prescribed timelines and dates of all activities outlined in the quality calendar detailed through this policy and procedure</li><li>• the RTO Manager monitoring, evaluating and reviewing the application of this policy and procedure to ensure compliance at all times</li><li>• QCAA analysing these documents when conducting audits</li><li>• that email addresses provide the same acknowledgment as a signature.</li></ul>					
RTO Manager			Principal		
Name	Marcelle Foster		Name	Elizabeth Sutton	
Email	mfoster@cns.catholic.edu.au		Email	esutton@cns.catholic.edu.au	
Date	1/02/2021		Date	1/02/2021	
<b>All additional delegated officers</b> (add additional places to this table as required)					
Delegated officer			Delegated officer		
Email			Email		
Date	[Date]		Date	[Date]	

## Complaints policy and procedure

- Records of complaints are securely retained and registered in the RTO's *Complaints and appeals register*.

## Requirements for processing complaints

Complaints	Forwarding complaints	Timeframe	Impacting policies and procedures
<ul style="list-style-type: none"> <li>The receiving RTO officer informs the complainant that an appropriate delegated RTO officer will contact them regarding the complaint.</li> <li>Whenever applicable, the receiving RTO officer ensures that the safety of the complainant is maintained.</li> </ul>	<ul style="list-style-type: none"> <li>For type 1 complaints, the receiving RTO officer immediately commences to implement the school's complaints or child protection policy.</li> <li>For all other complaints, the receiving officer forwards the complaint to the RTO's Complaints officer for processing (unless it relates to the Complaints officer, in which case it is forwarded to the Principal).</li> <li>The Complaints officer is responsible for ensuring a written record is established for all complaints received (unless it relates to the Complaints officer, in which case the Principal is responsible).</li> </ul>	<ul style="list-style-type: none"> <li>The Complaints officer finalises complaints within 60 calendar days.</li> <li>If more than 60 days are required, the complainant and respondent are informed in writing of the reasons for the need to extend the time required to finalise the complaint.</li> </ul>	<p>Policies that must be considered in conjunction with this policy and procedure include the school's:</p> <ul style="list-style-type: none"> <li>privacy policy</li> <li>student protection policy.</li> </ul>