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<b>DOCUMENT REFERENCE:</b>	<b>PPP163</b>
<b>RESPONSIBLE COMMITTEE:</b>	SWTAFE Executive
<b>CATEGORY:</b>	Institute Governance
<b>DATE APPROVED:</b>	02 September 2021
<b>DATE OF NEXT REVIEW:</b>	September 2023
<b>RELATED POLICIES AND DOCUMENTS:</b>	<b>Legislation:</b> Education and Training Reform Act 2006
	<b>Documents:</b> PPP140 Academic Grievance & Appeal Procedure PPP141 Complaints Resolution & Appeal Procedure PPP175 VSL Student Entry Procedure PPP088 Staff Grievance Resolution Guidelines

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## Introduction

South West TAFE is committed to ensuring a harmonious, fair and just learning environment by ensuring that current, past or prospective students and other external parties have access to processes that allow for grievances, disputes, problems and complaints to be resolved in a timely manner.

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

ASQA, our National VET Regulator (NVR) requires the organisation 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, South West TAFE must meet requirements under Clause Part 4.6A — Complaint handling and dispute resolution of the Education and Training Reform Act 2006 and VET Student Loans Code of Practice.

## Scope

This Policy applies to persons, businesses or agencies that engage with South West TAFE including students, parents, and employers who have a concern related to training delivery, teacher performance, course expectations or complaints of a non-academic nature.

Employee grievance matters are not within the scope of this policy and are covered by the Staff Grievance Resolution Guidelines (**PPP088**).

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

## Academic related complaints and appeals

South West TAFE has an Academic Grievance and Appeals Procedure (**PPP140**) 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 Student Loan assistance and employers of apprentices and trainees studying at South West TAFE.

## Non Academic related complaints and appeals

Issues of a non-academic nature -for example, concerns about facilities, parking, and marketing practices – can be referred for attention without lodging a formal complaint through SWTAFE's Online Feedback portal on the SWTAFE's website. A paper based feedback form will be made available at the Front Reception of each campus for students, employees and the general public to complete. Where the issue constitutes a complaint, SWTAFE's Complaints Resolution and Appeal Procedure (**PPP141**) 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.

## Process

The complaints and appeals management process will have:

- a senior manager with overall responsibility for managing complaints and communicating their value to the organisation
- have staff at all levels understand and comply with complaints management policies and procedures
- provide staff with appropriate guidance, training and support to handle complaints
- direct students to the complaints process when they experience a problem or have an issue
- monitor staff performance to ensure complaints are handled properly and appropriate remedies are provided
- 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

## Reporting

The Complaints Manager will provide an annual report to the South West TAFE Board on the complaint and appeals received for the calendar year, identifying any trends or concerns.

## Nominated Complaints Manager

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

- Audit and Compliance Officer  
South West TAFE  
P O Box 674  
WARRNAMBOOL 3280
- Or via [feedback@swtafe.edu.au](mailto:feedback@swtafe.edu.au)
- Or using the "feedback button" on the website – [www.swtafe.edu.au](http://www.swtafe.edu.au)