

Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110 RTO 3948 CRICOS 01812M VET Student Loan Provider: 7052

Advanced Diploma of Rudolf Steiner Education

Course code: 10527NAT, CRICOS code: 01812M

VET Student Loan-Complaints Handling and Resolution Policy and Procedure

Policy

The Melbourne Rudolf Steiner Seminar (MRSS) is committed to developing and maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible and offered to complainants at no charge.

The MELBOURNE RUDOLF STEINER SEMINAR *aims* to:

- Develop a culture that views complaints as an opportunity to improve the RTO and how it operates;
- Set in place a complaints handling and resolution procedure that is student focussed and helps the RTO to prevent complaints from recurring;
- Ensure that any complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised;
- Ensure that there is a consistent response to complaints.

It is MELBOURNE RUDOLF STEINER SEMINAR's policy to respond promptly and effectively to individual cases of dissatisfaction by utilising the procedure set out in this document.

Definition of a complaint

A complaint can be defined as a student's expression of dissatisfaction with any aspect of the services and activities of the *MELBOURNE RUDOLF STEINER SEMINAR* including both academic and non-academic matters relating to:

- a) *academic matters* from the VET provider's students who are, or would be, entitled to VET Student Loan assistance
- b) *non-academic matters* from the VET provider's students who are, or would be, entitled to VET Student Loan assistance
- b) *non-academic matters* from persons seeking to enrol with the VET provider in a VET unit of study that meets the course requirements and who are, or would be, entitled to VET Student Loan assistance.

It may cover, but is not limited to, such matters as:

- The enrolment, induction/orientation or FEE-Student Loan application process;
- The quality of training or assessment provided;
- The way someone has been treated;
- Access to personal records including information obtained by MELBOURNE RUDOLF STEINER SEMINAR for the purposes of VET Student Loan Assistance and repayment of HELP loans;
- Breaches of personal information by MELBOURNE RUDOLF STEINER SEMINAR.
- Applications for special consideration for withdrawal or non-completion

For the purposes of this policy "students" are defined as:

Both students and potential students, enrolled, or seeking to enrol, in a VET course of study with Melbourne Rudolf Steiner Seminar Ltd

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Students are entitled to access these complaints handling procedures regardless of the location of campus at which the grievance has arisen, the student's place of residence or their mode of study.

For procedures relating to the right to apply for a review of a decision by a provider not to re-credit or remit a FEE-HELP balance (a "reviewable VET decision" under 6.15 of the *VET PROVIDER GUIDELINES*) refer to the *Student Review Procedures* document.

Before an issue becomes a formal complaint

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. The coordinators are available to assist students to resolve their issues at this level.

Relationship to the Essential Standards and HESA

This policy and procedure is designed to meet the requirements of Essential Standard 2.6 which requires that complaints and appeals are addressed efficiently and effectively. This policy and procedure is also designed to capture data to assist the RTO to continuously improve its operations as required by Essential Standards 1.1, 2.1 and 3.1. This policy is also designed to meet Schedule 1A of the *Higher Education Support Act 2003*

Procedure

This procedure is designed to be utilised by students or prospective students who wish to lodge a formal complaint. Where an enrolled student lodges a formal complaint, their enrolment will be maintained throughout the process. There is no cost for lodging a complaint or an appeal. The complainant and/or respondent may be accompanied and assisted by a third party if desired at any stage of this procedure. If requested by the complainant and/or respondent, a full explanation in writing for decisions and actions taken as part of the procedures will be provided.

Stage One:

Complaints must be submitted in writing through the Course Coordinator or other nominated impartial Senior Officer. The Course Coordinator or other nominated impartial Senior Officer may be contacted through the front office at:

- Melbourne Rudolf Steiner Seminar Ltd
37A Wellington Park Drive, WARRANWOOD, VIC., AUSTRALIA 3134 TEL: (03) 9876 5199 FAX: (03) 9876 7984
Website: www.steinerseminar.com
Email: office@steinerseminar.com

The receipt of any complaints will be acknowledged in writing within 5 days and the complaints process will commence within 10 days of the receipt of the complaint.

The Course Coordinator or their nominee ("the MELBOURNE RUDOLF STEINER SEMINAR representative") will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve. When such clarification occurs in a face-to-face interview with the complainant, they may ask another person to accompany them. The MELBOURNE RUDOLF STEINER SEMINAR representative will then endeavour to resolve the complaint, providing a written report to the complainant within 20 working days on the steps that will be taken to address the complaint, clearly stating the reasons for the decision.

A *Complaint Handling Record Sheet* will be initiated during Stage One and details of the complaint, any actions arising and the outcome of the complaint will be recorded.

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Stage Two:

If the complainant is unsatisfied with the outcome of the complaint, they may appeal the decision reached in Stage One in writing to the CEO within 15 days of receiving the written report of the outcome of Stage One. The CEO will appoint a person who was not involved in the original decision to consult with the complainant and other relevant parties. Where possible such consultations should take the form of face-to-face interviews so that the complainant has an opportunity to formally present their case. The complainant may ask another person to accompany them to interviews.

Once the CEO receives a report of the consultation procedure, they will provide a written report to the complainant on the further steps taken to address the complaint, clearly stating the reasons for the decision.

Stage Three:

If the complainant is unsatisfied with the outcome of their appeal, they may make a written request to the Melbourne Rudolf Steiner Seminar that they wish the matter be dealt with through an external dispute resolution process facilitated by:

Momentum-Changing Mindsets
PO Box 420
Kew East Vic 3102
03-98822977

The MELBOURNE RUDOLF STEINER SEMINAR will then advise the external mediator in writing of the request within 5 working days.

It is then up to the mediator, the complainant and Melbourne Rudolf Steiner Seminar to resolve the complaint.

The complainant and/or respondent may ask another person to accompany them to meetings with the mediator.

The mediator will report to the *Melbourne Rudolf Steiner Seminar* the outcome of the mediation, including any recommendations arising. Once Melbourne Rudolf Steiner Seminar receives the report of the outcomes from the independent mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.

The MELBOURNE RUDOLF STEINER SEMINAR agrees to be bound by the independent mediator's recommendations and will ensure that any recommendations are referred to the *Continuous Improvement Committee* for action.

Further Action:

If the complaint still remains unresolved, the complainant may decide to refer the matter to an external agency such as the Australian Skills and Qualifications Authority or contact the *National Training Complaints Hotline* on 13 38 73.

If you are not satisfied with the decision made on your application regarding special circumstances, you should apply to us for a review of the decision. The time limit for applying for a review of a decision is 28 days from the day on which you first received notice of the decision.

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If you are still not satisfied with the reconsideration decision, you can apply to the *Administrative Appeals Tribunal (AAT)* for a review. Information about the contact details for the AAT, application procedures and application fees can be found at www.aat.gov.au

Nothing in this *Complaints Handling and Resolution Policy and Procedure* replaces or modifies responsibilities or rights under any other policy or Federal or State statute or law. Thus it does not limit the rights of students to take action under Australia's consumer protection laws or circumscribe a student's rights to pursue other legal remedies.

Continuous Improvement

Any areas for improvement which arise where a complaint is found to be substantiated are documented in a Continuous Improvement Report and handled according to the Continuous Improvement Policy and Procedure.

Record Keeping and Confidentiality

Records of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to the RTO.

All records relating to complaints will be treated as confidential and will be covered by the Melbourne Rudolf Steiner Seminar Privacy Policy.

Publication

This *Complaints Handling and Resolution Policy and Procedure* will be published on the Melbourne Rudolf Steiner Seminar website and included in the enrolment process.