

COMPLAINTS AND APPEALS POLICY

Last reviewed/updated: June 2017

From time to time, an individual may have a complaint or would like to lodge an appeal in relation to their experiences while associated with Scripture Union Queensland (SU QLD) as a Registered Training Organisation (RTO 30548).

Complaints may arise from a student, a prospective student, an employer, a workplace supervisor, or member of the community in relation to the training services provided, including the conduct of training staff. A complaint may also be raised from an individual, such as a parent, young person or member of the community not directly associated with the training services provided but in relation to the conduct of an enrolled student. At times a student may seek to make a complaint or appeal a decision made in relation to academic matters involving their training experiences, such as assessment results or skills recognition. A student may seek to make a complaint or appeal a decision made in relation to non-academic matters, such as enrolment in or fee payment related issues.

While these occasions may be isolated, SU QLD is keen to address issues and concerns as soon as possible through appropriate mechanisms. We believe that relationships matter tremendously, and, therefore, we want to encourage those individuals with complaints or appeals, and those about whom such complaints or appeals are made, to work through these matters in a way that positively addresses the issues and, where possible and appropriate, restores relationships and confidence in the training services provided. The intention is to emphasise positive outcomes, focussing on resolution that works towards a rapid re-establishment of good working relationships, and based on the principle of fairness to all involved.

We encourage any individual who may have a complaint or wish to appeal a decision to contact SU QLD Training staff. For existing students, we encourage them to speak directly with their Trainer, other Training Staff or the Head of Vocational Training. Should a student have hesitations about discussing their concerns with any Training Staff, they should advise the Head of Vocational Training, who can advise them of the correct person within SU QLD to discuss their concerns or an appropriate party independent of the RTO (where the processes may fail to resolve).

All individuals wishing to make a complaint or lodge an appeal, including students, can do so by completing the online form on SU QLD Training's website www.training.suqld.org.au or by contacting our Training Staff by phone on 1300 478 753. Contact via this form will be acknowledged in writing and the matter resolved as soon as practicable.

The VET Student Loans Ombudsman is the nominated external dispute resolution scheme for students aggrieved by the provision of VET Student Loans.