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RESPONSIBLE COMMITTEE:	Institute Board Institute
CATEGORY:	Governance
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RELATED POLICIES AND DOCUMENTS:	PPP140 Academic Grievance Procedure PPP141 Complaints Resolution Procedure PPP175 VSL Student Entry Procedure

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## Introduction

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 SWTAFE 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, SWTAFE 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 SWTAFE 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 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 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 SWTAFE for attention without lodging a formal complaint through SWTAFE's Feedback process. Where the issue constitutes a complaint, SWTAFE Complaints Resolution 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, 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 Audit Risk and Compliance Officer who is SWTAFE's nominated complaints manager. They can be contacted in writing by

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