PN201Complaints and appeals policy

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Complaints and appeals policy	June 2025/V2.0	CEO and/or nominee	Ensure compliance with the Revised Standards for Registered Training Organisations (RTOs) 2025

Policy scope	The scope of this policy is all complaints and appeals received from students, trainers and assessors, staff and industry.
Policy purpose	The Complaints and Appeals Policy applies to all participants training at the organisation. For example, this includes complaints of harassment/discrimination and unfair treatment regarding conditions of training situations by the trainers, assessors, other staff, assessment outcome and/or work situations.
Policy statement	Standard 2.7: Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation. WTS demonstrates a. it operates a complaints management system that: i. allows feedback and complaints about the organisation, any third parties, and any person employed or contracted by the organisation; ii. ensures all parties are afforded procedural fairness; iii. identifies reasonable timeframes for responding to and resolving complaints; and iv. provides avenues for further action where complaints are not resolved; b. information about how to provide feedback and make complaints through the complaints management system is publicly available and easily accessible by VET students;

c. VET students are supported to provide feedback and make complaints;

d. outcomes of complaints are documented and communicated to all parties of the complaint; and

e. feedback and complaints are used by the organisation to inform continuous improvement.

Standard 2.8: Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student.

WTS demonstrates

a. it operates an appeals management system that:

i. allows VET students to appeal decisions of the organisation, any third parties, and any person employed or contracted by the organisation where those decisions adversely affect the student;

ii. ensures all parties to the appeal are afforded procedural fairness;

iii. specifies reasonable timeframes for actioning appeals; and iv. provides avenues for review by an independent party, if requested by the appellant (at no or low cost to the appellant);

b. information about how to appeal an adverse decision through the appeals management system is publicly available and easily accessible by VET students;

c. outcomes of appeals are documented by the organisation and communicated to the appellant; and d. the outcomes of appeals are used by the organisation to inform continuous improvement.

This Policy includes complaints made by supervisors in off-site training situations (where applicable) regarding unacceptable performance and/or inappropriate behaviour.

- The organisation will adopt the principles of natural justice and procedural fairness by informing those involved of the allegations; provide those involved with an opportunity to present their side of the matter and operate in a fair and unbiased way.
- All individuals have equal access to Complaints and Appeals processes and are entitled to fair and consistent treatment and

confidentiality will be respected,

- Complaints are received in a positive manner, and the individual raising the grievance can expect to be taken seriously
- The organisation has a responsibility to protect an individual who raises a grievance in good faith including victimisation or unfair treatment
- Parties are encouraged to resolve complaints/appeals at their source or at the lowest level of management/intervention necessary with emphasis on conciliation
- Student will be given the opportunity to formally present their case and may have an appropriate support person present
- Complaints are to be dealt with promptly and the individual will be informed if the matter will take more than 60 calendar days to finalise and the reasons why. Individuals will be kept informed on a regular basis.
- While the informal resolution of a grievance is the preferred option, it may not always be successful or practical,
- If the process results in a decision or recommendation in favour of the student, the RTO will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise student of that action.
- Where a complaint or an appeal cannot be resolved the Organisation will bring in an independent third party. For example, individuals or an appropriate organisation such as ACCC or ombudsman.

Submitting a Complaints and Appeals form

An individual completes the Complaints and Appeals form FN007 Complaints and appeals form.doc.docx

- Management acknowledges in writing the complaints/appeal received within seven (7) days
- Form is considered by management

- The complainant/appellant will be regularly updated, in writing, of the status on the complaint/appeal
- Issue and outcome/action must be documented on the form within 60 days.

- If longer than 60 days the complainant must be informed in writing of the reasons why and be provided with an estimated

	time to resolve. • Outcome resolved and individual informed • Individual has right of appeal • External action is accessed, if required • Outcomes recorded for the purpose of CI via CI register The organisation will: • Maintain all complaints/appeals documentation by reporting them through the RTO management meetings, minuting the actions and storing them on the network drive of the organisations system. • Provide corrective action to eliminate or mitigate the likelihood of reoccurrence of all complaints/appeals after investigated and identification of causes. • The right to make complaints and seek appeals of decisions does not affect the rights of a student to take any other allowable action under the Australian Consumer Law
Legislative/statutory requirements	• Revised Standards for Registered Training Organisations (RTOs) 2025 • VET Quality Framework • Fair Work • ACCC ASQA may impose a range of sanctions, conditions and penalties on registered training providers who do not comply with the national standards.
Associated documents	• Quality management system policy • Continuous Improvement Procedure • Validation Policy and Procedure • Complaints and Appeals Procedure • Meeting minutes template • File note template
Measure of policy effectiveness	The effectiveness of this Policy will be measured by:

- Effective implementation of the Policy and related Procedures represented by provable focus on improvement by following the events placed in the calendar, related policy and procedure and whenever system errors are identified by other means.
- Notations of improvement are to be recorded in the RTO management meeting minutes.
- Outcomes from any internal or external audits, particularly any external audits conducted by ASQA.

Induction	Refer to organisational and induction processes to confirm specific induction requirements related to this Policy.
Definitions/acronyms	**ASQA** The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. **Quality Assurance and Continuous Improvement** Means a planned and ongoing process that enables an RTO to quality assure and systematically review and improve its policies, procedures, products and services in order to generate better outcomes for clients and to meet changing needs. It allows an RTO to constantly review its performance against the VET Quality Framework and to plan ongoing improvements to its performance. **Management Systems** Means the framework of policies and processes used to ensure that the organisation can achieve its objectives. **Partnering Organisation** Is an organisation that has entered into an agreement with the RTO to deliver training and/or assessment services on organisations behalf in accordance with the VET Quality Framework requirements. **Stakeholders** Means individuals or organisations affected by, or who may influence, the RTOs services but who are not directly involved in purchasing or using the RTOs services. **ASQA Outcome Standards for Registered Training Organisations (RTOs) 2025** The standards that apply to all NVR registered training organisations and which must be always complied with. **VET Quality Framework (VQF)** The framework aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.