



**Complaints and Feedback  
Management Policy and Procedure**

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## 2.7 Complaints and Feedback Management Policy and Procedure

### Policy Content

Elements	Details
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Standards Referenced	Outcome Standards for NVR RTOs 2025 - Standard 2.7
Legislation / Other Requirements	

### Purpose

The purpose of this policy is to ensure that all VET students, staff, and relevant stakeholders have access to a transparent, fair, and effective process for providing feedback or lodging complaints. The policy supports the continuous improvement of services and practices in accordance with the Standards for RTOs 2025.

### Scope

This policy applies to all VET students, prospective students, trainers, assessors, staff, contractors, and third-party providers involved with the RTO's operations. It covers feedback and complaints related to training and assessment services, administrative functions, and third-party arrangements.

### Policy Statement

The RTO is committed to maintaining a culture of continuous improvement and responsiveness through open channels for feedback and complaints. The organisation will:

- Operate a complaints and feedback management system that is fair, accessible, and inclusive.
- Respond to all complaints and feedback in a professional and timely manner.
- Ensure procedural fairness is afforded to all parties involved.
- Support all VET students in submitting feedback or complaints without fear of disadvantage or retaliation.
- Document and analyse outcomes to inform ongoing quality improvement across the RTO's operations.

#### 2.7.1 Procedure:

Regulatory Requirement	RTO Process Description
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<p><b>2.7.1.1 Feedback and complaints may be lodged about the RTO, third parties, or staff</b></p>	<p>The RTO operates a transparent and inclusive complaints system that accepts and records feedback and complaints relating to the following:</p> <p><b>The RTO organisation itself:</b> Concerns about enrolment, delivery, assessment, facilities, communication, or student services may be lodged formally or anonymously. Students may raise issues regarding policy adherence, course structure, or conduct of operations.</p> <p><b>Third-party providers:</b> If training or assessment is delivered on behalf of the RTO by an external provider, the student or stakeholder can make complaints directly to the RTO about the third party’s conduct, content delivery, assessment, or support services. The RTO retains responsibility and will investigate all third party-related matters.</p> <p><b>Employees or contractors:</b> Complaints may be lodged against any individual delivering training, assessing, providing support, or engaged under contract (e.g., sessional trainers, administrative consultants). The complaint is treated in accordance with the RTO’s procedural fairness principles.</p> <p>Feedback or complaints can be submitted via email, website form, written letter, verbal report, or anonymous suggestion box. All feedback and complaints are acknowledged within 5 working days and recorded in the Complaints Register.</p>
<p><b>2.7.1.2. Ensures all parties are afforded procedural fairness</b></p>	<p>All complaints are handled in accordance with principles of natural justice and procedural fairness, which include:</p> <ul style="list-style-type: none"> <li>• The complainant and respondent are both given equal opportunity to present their version of events. No party is prejudged or</li> </ul>

	<p>disadvantaged because of their status.</p> <ul style="list-style-type: none"> <li>• Investigations are conducted by impartial personnel not involved in the subject matter.</li> <li>• Support persons are permitted throughout the process.</li> <li>• No punitive action is taken without completing the full investigation and providing outcome notification.</li> </ul>
<p><b>2.7.1.3. Identifies reasonable timeframes for responding to and resolving complaints</b></p>	<p>The RTO commits to clearly defined and fair timeframes:</p> <ul style="list-style-type: none"> <li>• Acknowledgement of complaint: within 5 working days</li> <li>• Investigation and response: within 20 working days from the date of acknowledgement</li> <li>• Where a resolution requires longer, the RTO notifies all parties of the extended timeline, reason for delay, and expected timeframe.</li> <li>• Regular communication is maintained until resolution.</li> <li>• All timeframes are tracked through the Complaints Register and reviewed during audits.</li> </ul>

<p><b>2.7.1.4. Provides avenues for further action where complaints are not resolved</b></p>	<p>If a student or complainant is not satisfied with the resolution offered, they may escalate the matter to:</p> <ul style="list-style-type: none"> <li>• The RTO’s internal appeals process (refer to the Complaints and Appeals Policy) A mutually agreed external dispute resolution body</li> <li>• ASQA (Australian Skills Quality Authority) for unresolved complaints related to compliance or provider conduct</li> </ul> <p>All escalation options are communicated clearly in the complaint’s response notification.</p>
<p><b>2.7.1.5. Information about how to provide feedback and make complaints through the complaints management system is publicly available and easily accessible by VET students</b></p>	<p>The RTO ensures transparency and accessibility of complaints mechanisms by:</p> <ul style="list-style-type: none"> <li>• Publishing the Complaints and Appeals Policy and Procedure in the Student Handbook, on the RTO website, and within the Learning Management System (LMS).</li> <li>• Providing hard copies at reception and student orientation.</li> <li>• Ensuring trainers, assessors, and student support staff are trained to explain the complaints process.</li> <li>• Using plain English, translated versions (if required), and accessibility formats to support comprehension for all student cohorts.</li> </ul>
<p><b>2.7.1.6. VET students are supported to provide feedback and make complaints</b></p>	<p>The RTO promotes a student-centric and supportive feedback culture through:</p> <ul style="list-style-type: none"> <li>• A designated Student Support Officer available to assist students in lodging complaints or completing feedback forms.</li> <li>• Anonymous feedback options (e.g., drop-boxes, online forms).</li> <li>• Encouraging informal discussions before escalation to formal complaints.</li> </ul>

	<ul style="list-style-type: none"> <li>• Allowing students to nominate a support person or advocate during complaint handling.</li> <li>• Promoting student awareness of their rights to be heard without discrimination or academic disadvantage.</li> </ul>
<p><b>2.7.1.7. Outcomes of complaints are documented by the organisation and communicated to all parties to the complaint</b></p>	<p>Upon completion of complaint resolution:</p> <ul style="list-style-type: none"> <li>• The outcome is documented in the RTO’s Complaints Register, including the nature of the complaint, findings, resolution, timelines, and parties involved.</li> <li>• A written response is sent to the complainant (and respondent, if applicable), including: <ul style="list-style-type: none"> <li>○ The outcome decision</li> <li>○ Any actions to be taken</li> <li>○ The rationale for the decision</li> <li>○ Options for appeal</li> </ul> </li> <li>• Records are securely stored in accordance with the RTO’s Records Management Policy for audit and review.</li> </ul>
<p><b>2.7.1.8. Feedback and complaints are used by the organisation to inform continuous improvement</b></p>	<p>Complaints and feedback are a critical component of the RTO’s Continuous Improvement System. The RTO:</p> <ul style="list-style-type: none"> <li>• Reviews all complaint records biannually during quality assurance meetings.</li> <li>• Uses aggregated complaint and feedback data to identify systemic issues or service gaps.</li> <li>• Documents any changes made to policy, delivery, or student services in the Continuous Improvement Register.</li> <li>• Reports trends and improvements to staff via regular team meetings and to stakeholders (if applicable).</li> <li>• Monitors actions to ensure they are implemented effectively.</li> </ul>

**Roles and Responsibilities**

<b>Role</b>	<b>Responsibility</b>
<b>Chief Executive Officer / RTO Manager</b>	<ul style="list-style-type: none"> <li>• Oversee the implementation and effectiveness of the complaints and feedback management system.</li> <li>• Ensure the RTO maintains a culture that encourages open feedback and protects complainants from retaliation.</li> <li>• Authorise appointment of an independent reviewer if needed.</li> <li>• Review reports and trends from complaints to support strategic improvements.</li> </ul>
<b>Compliance Manager / Quality Assurance Officer</b>	<ul style="list-style-type: none"> <li>• Maintain the Complaints and Feedback Register, recording all complaints, resolutions, and outcomes.</li> <li>• Ensure procedural fairness, transparency, and documentation across all complaint-handling processes.</li> <li>• Analyse feedback and complaints to identify trends and inform continuous improvement activities.</li> <li>• Review and update complaints procedures in line with changes in legislation or internal reviews.</li> </ul>
<b>Trainers / Assessors / Support Staff</b>	<ul style="list-style-type: none"> <li>• Encourage students and stakeholders to provide feedback openly and without fear.</li> <li>• Respond professionally and promptly to complaints or feedback raised directly with them.</li> <li>• Refer formal complaints to the designated officer in accordance with policy.</li> <li>• Maintain confidentiality and cooperate with internal investigations.</li> </ul>
<b>Complaints Officer / Designated Officer</b>	<ul style="list-style-type: none"> <li>• Receive, document, and triage all formal complaints.</li> <li>• Ensure timely investigation and resolution of complaints in accordance with the specified timeframes.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure procedural fairness by offering both parties the opportunity to be heard. Communicate outcomes clearly to all parties and offer information about further review or appeal.</li> </ul>
<b>Students and Stakeholders (Complainants)</b>	<ul style="list-style-type: none"> <li>• Raise concerns or submit feedback in a timely and respectful manner.</li> <li>• Provide accurate information and supporting evidence (where relevant). Cooperate with the complaint process and respect its confidentiality.</li> <li>• Inform the RTO if not satisfied with the resolution and request further action or appeal if needed.</li> </ul>

### Retention of Records

All complaints, appeals, and feedback

- including investigation reports, correspondence, outcomes, and review actions are securely stored in the RTO's Complaints Register and student management system.
- Records are retained for a minimum of five (5) years in accordance with the Records Management Policy.

### Review of Policy and System

The Complaints and Feedback Management Policy is reviewed annually or earlier if:

- Legislative or regulatory changes occur (e.g. updates to SRTO or ESOS requirements)
- Feedback or complaints highlight systemic issues
- Audit outcomes identify gaps in the system. Any updates must be approved by the RTO Manager and communicated across the organisation.

### Publication

The Complaints and Feedback Management Policy and relevant procedures are made available to all stakeholders by:

- Publishing on the RTO's official website
- Inclusion in the Student Handbook and Staff Handbook
- Displaying at student reception and LMS

All changes are communicated to staff and students via email, website updates, and team briefings.