COMPLAINTS AND APPEALS PROCEDURE

RELEVANT STANDARD(S):

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 2.7 and 2.8

Complaints and Appeals Procedure	
PURPOSE	This procedure provides step-by-step guidance for the handling of complaints and appeals in accordance with the **Complaints and Appeals Policy**. It outlines how complaints and appeals are lodged, investigated, resolved, and used to inform continuous improvement. Changes to this procedure must only be made upon the approval of the Training Manager or CEO.
ROLE UNDERTAKING TASK	• **Student Services / Complaints and Resolutions:** Initial point of contact for complaints and appeals, responsible for acknowledgment and tracking. • **Training Manager:** Responsible for reviewing and resolving complaints and appeals. • **CEO:** Oversees escalated appeals and ensures the process aligns with procedural fairness.
DOCUMENT UPDATE	9/11/2026

COMPLAINTS HANDLING PROCEDURE

Steps for Managing Complaints		
No.	**Person/s Responsible**	**Steps to Take**
1	Complainant	(1) Attempt informal resolution with relevant staff (e.g., trainer or Student Services). The trainer / Student Services will work with the VET student to try and resolve the issue promptly and informally. (2) If unresolved, complete the Complaints Lodgment Form available via the website or through any RTO staff.
2	Student Services / Complaints and Resolutions	(1) Acknowledge receipt of the formal complaint in writing within 5 working days and provide information about expected timeframes. Update the Complaints Register. Forward the complaint to the appropriate personnel (Training Manager or CEO).
3	Training Manager	(1) Investigate the complaint within 30 days (2) Interview relevant parties privately.

		(3) Review all documentation and gather additional evidence if necessary. (4) Maintain procedural fairness by ensuring both the complainant and respondent can present their case. (5) Facilitate resolution through mediation if appropriate.
4	Training Manager	(1) Communicate the outcome to the complainant, ensuring a written explanation is provided. If the complaint will take longer than 30 days, provide regular updates on progress and expected completion timelines.
5	Student Services / Complaints and Resolutions	(1) Record the complaint outcome in the Complaints Register. Where corrective actions are required, document them in the Continuous Improvement Register and ensure follow-up. Close the complaint once all actions are completed.
6	Training Manager	(1) If the complainant is dissatisfied, inform them of their right to an external review by a third party. Provide information on available options, such as the Training Ombudsman or other relevant bodies.

APPEALS HANDLING PROCEDURE

Steps for Lodging and Managing Appeals		
No.	**Person/s Responsible**	**Steps to Take**
1	Appellant	(1) Attempt informal resolution of the appeal by explaining why the decision made by Company is incorrect and provide evidence that supports the claim. The Complaints and Resolutions will review the information and attempt to resolve the appeal informally. (2) If unresolved, complete the Appeals Lodgment Form, available via the website or through any RTO staff.
2	Student Services / Complaints and Resolutions	(1) Acknowledge receipt of the appeal within 5 working days. Update the Appeals Register and forward the appeal to the relevant personnel (Training Manager or CEO).
3	Training Manager	(1) Investigate the appeal within 30 days (2) Review the original decision and supporting documentation. (3) Interview relevant parties and gather additional evidence if necessary.

		(4) Ensure the appeal is heard by an unbiased person who was not involved in the original decision. (5) Maintain procedural fairness by allowing the appellant to present their case and evidence.
4	Training Manager	(1) Provide a written outcome to the appellant within 30 calendar days. If the appeal cannot be resolved within this timeframe, provide regular updates.
5	Student Services / Complaints and Resolutions	(1) Record the appeal outcome in the Appeals Register. Where corrective actions are identified, document them in the Continuous Improvement Register and follow up. Close the appeal once all actions are completed.
6	Training Manager / CEO	(1) If the appellant is dissatisfied, inform them of their right to seek external review through an independent third party. Provide information on options, such as mediation services or regulatory bodies.

PROCEDURAL FAIRNESS AND TIMEFRAMES

- All complaints and appeals are handled in accordance with the principles of procedural fairness. This includes ensuring an unbiased decision-maker, allowing all parties to present their case, and treating similar cases consistently.
- Complaints and appeals are resolved within 30 calendar days where possible. If more time is required, regular updates are provided.

DOCUMENTATION AND RECORDKEEPING

- All complaints and appeals, including their outcomes, are documented in the Complaints and Appeals Register.
- Supporting evidence and communications are securely stored in the student's records.
- Corrective actions are recorded in the Continuous Improvement Register.

VERSION CONTROL

Version Control Table					
Date	**Summary of Modifications**	**Modified by**	**Version**	**Date of Implementation**	**Next Review Date**
10/09/2025	Document creation	Construction Sciences Pty Ltd	v. 1.0	27/08/2025	26/08/2026
09/11/2026	Annual review and update to company branding & address	Ben Harris	v. 1.01	09/11/2026	08/11/2027

RTO INFORMATION

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