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NATIONAL TRAINING PTY. LTD.



ADMIN & SUPPORT



**National
Training**

APPEALS & COMPLAINTS

POLICY
AND
PROCEDURE

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Policy Statement

National Training (NT) is committed to delivering quality training and assessment services with transparency, fairness and accountability. NT recognises the right of every student to express concerns or dissatisfaction through a formal complaints and appeals process that upholds the principles of natural justice, procedural fairness and timely resolution.

This policy ensures all complaints and appeals are addressed promptly, confidentially and without fear of reprisal. NT values complaints and appeals as opportunities for review, improvement and learner satisfaction.

Purpose

This policy outlines the process for managing complaints and appeals in accordance with the Outcome Standards for RTOs 2025. It ensures students have access to a fair, equitable and consistent method of having complaints and assessment decisions reviewed and resolved.

Scope

This policy applies to all students, prospective students and third-party clients of NT. It covers complaints and appeals related to:

- The conduct of NT staff, trainers, assessors or contractors
- The conduct of third-party service providers delivering services on behalf of NT
- Assessment decisions or academic results
- Interactions with other learners or NT representatives

It does **not** cover:

- Incidents involving workplace safety or maintenance (refer to G12 - WHS Policy)
- Employee grievances (refer to H5 – Staff Grievance Policy & Procedure)

Responsibilities

Chief Executive Officer (CEO)

- Oversees the entire complaints and appeals process to ensure compliance with the Outcome Standards for RTOs 2025
- Acts as the final decision-maker for all unresolved complaints and appeals
- Ensures processes uphold natural justice, procedural fairness and transparency
- Reviews and approves any required corrective actions or systemic improvements arising from complaints
- Retains oversight of the Complaints and Appeals Register and ensures accurate, secure recordkeeping for audit purposes
- Notifies students in writing if a complaint or appeal will take more than 60 calendar days to resolve and provides regular updates

Trainers and Staff

- Respond promptly and professionally to concerns raised by students
- Support students in accessing and understanding the complaints and appeals process
- Refer formal complaints or appeals to the CEO for investigation
- Cooperate fully during investigations and contribute to fair and impartial resolution

Students

- Raise concerns in a respectful and timely manner
- Submit completed Complaints and Appeals Forms with any supporting evidence
- Engage in the resolution process and respond to communications from NT in good faith

Procedures

1. Informal Resolution (Optional Step)

- 1.1 Students are encouraged to first raise concerns informally with the relevant staff member or trainer
- 1.2 Staff are expected to listen respectfully and, where possible, resolve issues promptly and informally
- 1.3 If the student is dissatisfied with the informal resolution or prefers not to take this step, they may lodge a formal complaint

2. Lodging a Formal Complaint

- 2.1 The student completes the Complaints and Appeals Form and submits it to the CEO via email or in person. Complaints and Appeals Form is available as Appendix A of this document.
- 2.2 The complaint must clearly state the nature of the issue, relevant facts and supporting evidence
- 2.3 Upon receipt, the CEO acknowledges the complaint in writing within five (5) working days

3. Complaint Investigation and Resolution

- 3.1 The CEO reviews all relevant evidence, consults parties as required and maintains impartiality throughout
- 3.2 All parties involved are given the opportunity to present their case and respond to allegations
- 3.3 A written outcome is provided to the complainant within 30 calendar days, outlining findings and any corrective actions
- 3.4 If the matter cannot be resolved within 30 calendar days, the student is notified in writing and provided with regular updates until resolution is achieved
- 3.5 All outcomes are recorded in the Complaints and Appeals Register

APPEALS AND COMPLAINTS POLICY AND PROCEDURE

4. Lodging an Appeal

4.1 If dissatisfied with the outcome of a complaint or assessment decision, a student may lodge an appeal using the same form

4.2 Appeals must be submitted within 20 calendar days of receiving the original outcome

4.3 Appeals are reviewed by the CEO or a qualified, independent party not previously involved in the matter

4.4 A written response is provided within 30 calendar days and the appeal outcome is final within NT's internal processes

5. External Review

5.1 If the appellant remains dissatisfied, they may request an external review through a relevant body such as:

- National Training Complaints Hotline: 13 38 73 (Department of Employment and Workplace Relations for complaints about RTOs or Apprenticeship providers)
- State Ombudsman or Consumer Affairs (for general complaints)
- ASQA (for complaints relating to breaches of RTO standards)

5.2 NT will cooperate fully with any external review and implement any resulting recommendations where applicable

6. Recordkeeping and Continuous Improvement

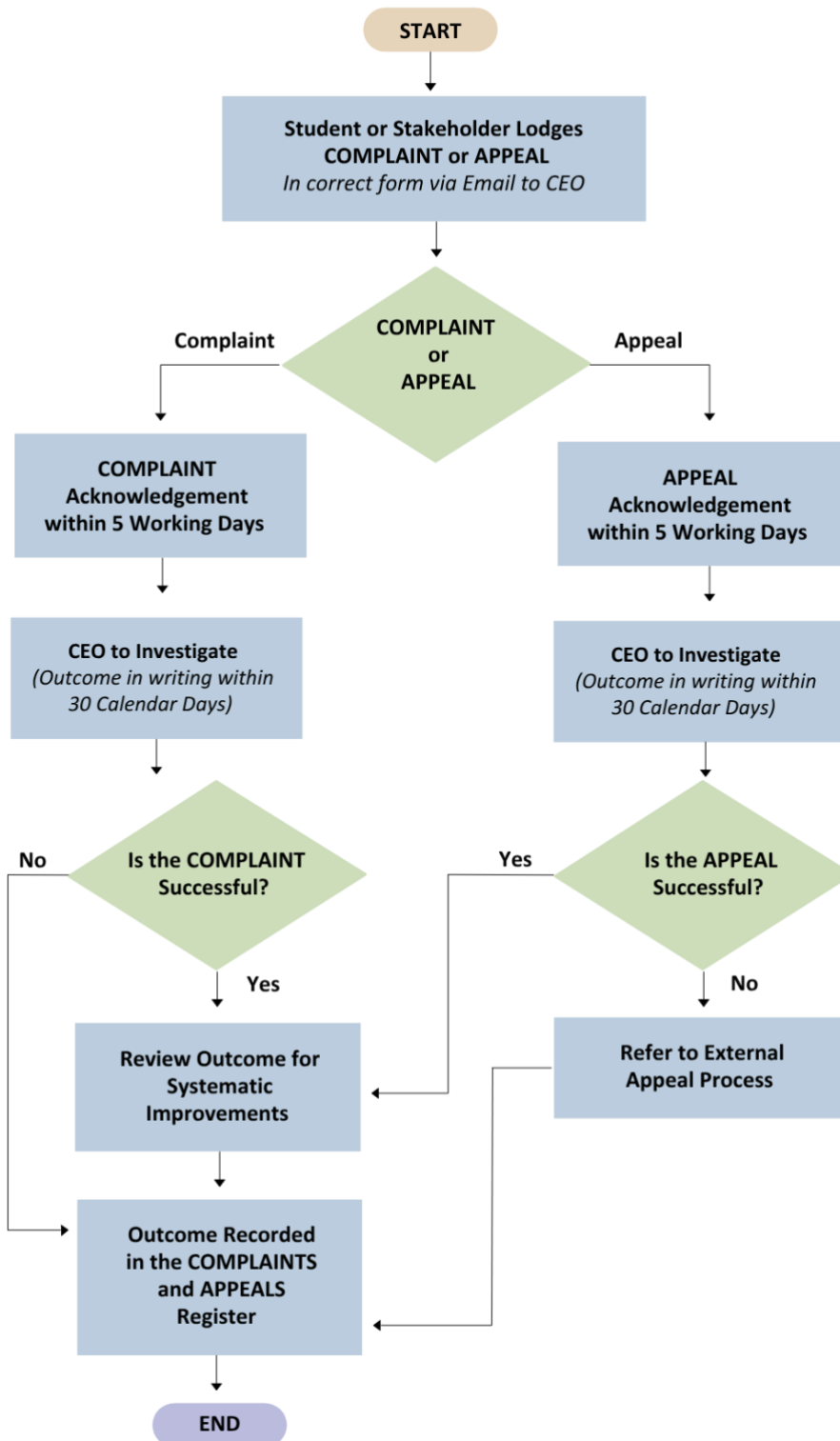
6.1 All complaints, appeals, communications and outcomes are documented in the Complaints and Appeals Register

6.2 Records are retained for a minimum of five years and stored securely

6.3 The CEO uses outcomes to inform continuous improvement initiatives, where applicable

PROCEDURE FLOWCHART

APPEALS AND COMPLAINTS FLOWCHART



Definitions

- **Appeal** – A formal request to review or reconsider a decision made by National Training, including but not limited to assessment outcomes and enrolment matters.
- **Complaint** – An expression of dissatisfaction regarding services, decisions, processes or behaviour by National Training, its staff, contractors or other learners.
- **Complainant** – A person (student, staff member or stakeholder) who lodges a complaint or appeal with National Training.
- **Resolution** – The final outcome or decision made by National Training in response to a complaint or appeal, which may include corrective action or a formal explanation.
- **Working Days** – Monday to Friday, excluding weekends and public holidays observed in Victoria.
- **Outcome Standards for RTOs 2025** – The national regulatory standards that govern the operation of Registered Training Organisations (RTOs) in Australia from 1 July 2025, replacing the 2015 Standards.
- **CEO** – Chief Executive Officer of National Training, responsible for all final decisions, approvals and compliance relating to complaints and appeals.
- **External Review** – A complaint or appeal escalated to an external body such as the VET Ombudsman, ASQA, VCAT or other relevant authority if the internal resolution is not satisfactory.

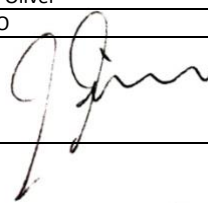
Document History

Revision	Date	Description of modifications
1.0	1 st July 2025	Original Implemented to align to 2025 RTO Outcome Standards Replaces: <i>Complaints and Appeals Policy & Procedure</i>

Document Details

Document Name:	Appeals and Complaints Policy & Procedure
Policy Code:	A1
Department:	Administration and Support
Circulation:	All Staff and Students
Location:	Dropbox & Website
Review Cycle:	This policy is reviewed annually to ensure alignment with evolving regulatory requirements and NT's business structure.
Policy Drivers:	Alignment with 2025 Standards for RTO's This policy meets the following Outcome Standards for RTOs 2025: • Standard 2.7 – Feedback and complaints management • Standard 2.8 – Appeals management • Standard 4.1 – Effective governance, integrity and maintains accountability • Standard 4.4 – Systematic monitoring and evaluation Fair Work Act 2009 Privacy Act 1988 (Cth)
Related Policy and Procedures:	• M1 – Marketing and Social Media Policy & Procedure • A5 – Referral Program Policy & Procedure • F1 – Fees and Charges Policy & Procedure • T2 – Credit Transfer & RPL Policy & Procedure • G15 – Records and Document Management Policy & Procedure

Approval

Document Approved by:	Ian Oliver
Position	CEO
Signature	

APPENDIX A

COMPLAINTS AND APPEALS FORM



Section 1: Personal Details

Full Name:	
Student ID (if applicable):	
Phone Number:	
Email Address:	

Section 2: Type of Submission

Please tick the appropriate box.

☐ Complaint	☐ Appeal
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Section 3: Details of Complaint or Appeal

Describe the nature of your complaint or appeal. Include relevant dates, persons involved, and specific events or decisions you are contesting.

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Section 4: Supporting Evidence

List any supporting documents or evidence attached (e.g. emails, screenshots, assessment results):

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Section 5: Resolution Sought

Please outline what resolution or outcome you are seeking:

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Section 6: Declaration

I declare that the information provided in this form is true and accurate to the best of my knowledge.

Signature: _____ Date: ____ / ____ / ____

Please send this form to student.support@nationaltraining.edu.au once all details have been completed.

Office Use Only

Date Received:	____ / ____ / ____	Acknowledgement Sent:	____ / ____ / ____
Action Taken:			
Outcome:			
Date Closed:	____ / ____ / ____		