

# Complaints, Grievances & Appeals Policy & Procedure

## 1. Purpose

To provide an impartial, timely and accessible process for managing complaints, grievances and appeals; to ensure decisions and outcomes are implemented and recorded; and to support continuous improvement and compliance with the Standards for RTOs and related frameworks.

## 2. Scope

This policy applies to all prospective and current students (domestic and international), graduates, staff, contractors and third-party providers engaged with the RTO. It covers academic and administrative matters and applies to both informal and formal complaints, internal appeals, and (where applicable) external appeals.

## 3. Definitions

- Complaint/Grievance: Expression of dissatisfaction about services, decisions, staff conduct or processes (academic or administrative).
- Appeal: A request to review a decision made under this policy.
- Working days: Monday–Friday, excluding public holidays and office closures.

## 4. Policy Statement & Principles

- Processes are impartial, inexpensive and easily accessible, with the option for a support person at any stage.
- Informal resolution is encouraged where appropriate; parties must act with honesty, integrity and respect.
- Formal processes are recorded, time-bound and outcomes are implemented without delay when in favour of the student.
- Individuals are informed of their right to external appeal where available.

## 5. Procedure

### 5.1 Informal Resolution

Learner discusses the matter with the relevant staff member (e.g., Trainer/Assessor or Administration). Mediation or facilitated discussion may be used. Notes are kept where appropriate.

## 5.2 Formal Complaint (Internal)

- 1) Submit a written complaint (form/email/in person) to the General Manager.
- 2) Complaint is logged in the Complaints Register and acknowledgement sent within 48 hours.
- 3) Parties may be invited to a meeting/mediation. The complainant may bring in a support person if they wish.
- 4) Decision target: within 10 working days (updates provided if delayed; reasons provided if >60 calendar days).
- 5) If upheld, corrective action is implemented immediately and the student advised in writing.
- 6) If not satisfied, the student is informed of their right to appeal.

## 5.3 Internal Appeal

Submit grounds of appeal to the General Manager. Appeal is logged and acknowledged within 48 hours. Target decision within 10 working days (progress updates provided; reasons given if extended).

## 5.4 External Appeal

Domestic students: independent external review body. International students: Commonwealth Ombudsman (private education). Where an appeal relates to reporting to the Department of Home Affairs or to deferral/suspension/cancellation, reporting or changes to enrolment are deferred until the appeal is finalised.

## 6. Timeframes

- Acknowledge receipt (complaints/appeals): within 48 hours.
- Decision target: 10 working days; written updates if longer; reasons if exceeding 60 calendar days.

## 7. Roles & Responsibilities

- General Manager: owns the process; ensures logging, communication, decisions, recordkeeping; identifies causes; implements improvements; maintains the Complaints Register.
- All staff: cooperate with investigations, maintain confidentiality, implement outcomes.

## 8. Corrective & Preventive Action (Risk-based approach)

Following every upheld complaint or systemic trend, the General Manager in consultation with the Operations Manager will:

- Conduct a root-cause analysis (e.g., process, training/assessment design, communication, systems/data integrity, facilities, third-party performance).
- Assign a risk rating (likelihood × consequence) and record in the Continuous Improvement and/or Risk Register.
- Implement corrective actions (e.g., revise tools or procedures, staff training, system fixes) and preventive actions (e.g., monitoring controls).
- Set responsibilities and due dates, and verify effectiveness after implementation.

## 9. Recordkeeping

All complaints/appeals (lodgement, correspondence, meeting notes, evidence, decisions, actions and closure) are logged in the Sharepoint [Complaints Register](#) workspace and documentation saved onto the student file in the SMS (e.g., aXcelerate). This is placed in Corporate Portal where access is role-restricted; records are retained in line with the organisation's retention schedule (no less than the period required by applicable standards and legislation). The Register is reviewed periodically to identify trends and improvement opportunities.

## 10. Access to Information & Confidentiality

Information is handled in accordance with privacy and confidentiality requirements. Parties may access their own information, subject to legal constraints.

## 11. Cooperation with Regulators / Work Health and Safety Commission (WA)

Upon request from a regulator or statutory authority, including the Work Health and Safety Commission (WA), the RTO will promptly provide information and records relating to complaints, feedback and outcomes, subject to privacy and legal obligations. Requests and disclosures are logged in the SharePoint Register (date, requestor, scope of information provided, authorising officer).

## 12. Legislative & Regulatory References

- Standards for Registered Training Organisations (RTOs) (current and successor versions).
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 10 – Complaints and Appeals).
- Work Health and Safety Act 2020 (WA) and WHS (General) Regulations 2022 (WA).
- Privacy Act 1988 (Cth) and Australian Privacy Principles.
- Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)).
- Commonwealth Ombudsman arrangements for private education providers (international students).

<p><b>Kingston Training and Employment Pty Ltd</b></p>  <p><b>RTO 6811 CRICOS 02899B</b></p>	
<b>Policy Title</b>	Complaints, Grievances and Appeals Policy and Procedure
<b>Policy Renewal</b>	Every 2 years
<b>Responsibility</b>	Compliance Manager

### Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 1	Feb 2022	Materials designed
Version 2	June 2022	Changes to format
Version 3	June 2023	Review of document include changes, font update
Version 4	Feb 2024	Externally reviewed and changes incorporated
Version 5	September	Updated to include legislation section and

	2025	alignment to RTO Standards 2025
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