
QA2SS5: FEEDBACK, COMPLAINTS AND APPEALS POLICY & PROCEDURE



FEEDBACK, COMPLAINTS AND APPEALS POLICY & PROCEDURES

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QA2SS5: Feedback, Complaints and Appeals Policy & Procedure

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Purpose

The purpose of this policy and procedure is to outline ISS Training's approach to managing dissatisfaction, feedback, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner. It also helps ISS Training in maintaining continuous improvement.

This policy and procedure ensures compliance with Standard 2.7, 2.8 of the Standards 2025.

Definitions

Feedback means information regarding the quality and effectiveness of training and assessment services.

Complaint means a person's formal expression of dissatisfaction with any product or service provided by ISS Training

Appeal means a request for a decision made by ISS Training to be reviewed

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

SRTOs means the Standards for RTOs 2025 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2025 of the VET Quality Framework which can be accessed from www.asqa.gov.au

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Policy

1. Nature of feedback, complaints and appeals

- ISS Training responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff employed or contracted by the organisation.
 - Any third-party providing Services on behalf of ISS Training.
 - Any student or client of ISS Training.
- Feedback and Complaints may be made in relation to any of ISS Training's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by ISS Training to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by ISS Training

2. Principles of resolution

- ISS Training is committed to providing a procedurally fair feedback, complaints and appeals process that is carried out free from bias, following the principles of natural justice. ISS Training promotes a receptive, blame free culture that is open to feedback and improvement. Through this policy and procedure, ISS Training ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - There is no detriment to people who complain.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the feedback, complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- ISS Training will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

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- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, ISS Training will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

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3. Timeframes for resolution

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

- ISS Training will maintain a record of all complaints and appeals and their outcomes on the *Complaints Register* and the *Appeals Register* respectively, which will be securely stored according to the *Privacy Policy and Procedures*.

5. Providing feedback or making a complaint or appeal

- ISS Training collects feedback about its training and assessment practices and systems from students, trainers/assessors and Industry. Feedback will be collected regularly, collated and analysed in order to bring about effective improvements.
- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to ISS Training's head office at Level 7, 189 Grey Street, South Brisbane 4101, attention to the Compliance Manager/RTO Manager or emailed to rto.admin@au.issworld.com
- When making a complaint or appeal, provide as much information as possible to enable ISS Training to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days of receipt.

6. Resolution of complaints and appeals

- Some or all members of the management team of ISS Training will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

- ISS Training acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. ISS Training will pay the costs associated with one mediation session of up to 2 hours. Should further mediation be required to resolve a matter, the additional cost must be covered by the complainant/appellant unless the decision to include an independent party was made

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by ISS Training. ISS Training may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.

- The independent party recommended by ISS Training is the Australian Mediation Association, however complainants and appellants are able to use their own external party at their own cost.
- ISS Training will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The RTO Manager will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register an online complaint with the National Training Complaints Hotline by accessing the following website

[National Training Complaints Hotline - Department of Employment and Workplace Relations, Australian Government](#)

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to ISS Training's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about ISS Training in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

ASQA may not be able to investigate a complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

Please refer to the following webpage below before making a complaint to ASQA:

[Concerns about training providers | Australian Skills Quality Authority \(ASQA\)](#)

9. Publication

This policy and procedure will be referenced in the *Student Handbook* and on ISS Training's website.

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Procedures

1. Feedback and Surveys

Relevant to SRTOs: Clause 2.7

Procedure	Responsibility
<p>A. Collect Exit Surveys or RPL candidate surveys from students upon course completion</p> <ul style="list-style-type: none">At the final class or the end of course, provide students with a <i>Student Exit Survey</i> or an <i>RPL Candidate Feedback Survey</i> (for RPL Candidates). <p>All students should be encouraged to complete and return at least one of these surveys (whichever is most relevant to enrolment type).</p>	Trainer/Assessor
<p>B. Collect Quality Indicator Surveys from students – Learner Engagement</p> <ul style="list-style-type: none">The <i>Quality Indicator Survey</i> will be provided to students towards the end of the course on an automatic email issued by the SMS once the last unit has commenced.The trainers should encourage all students to complete the survey as ISS Training is required to collect responses from at least 50% of students.Students should return completed surveys via the online survey.Provide completed surveys to the RTO Administration officer for collation.Submit your quality indicator data reports in full to qidata@asqa.gov.au by close of business 30 June each year. Quality Indicator data is required for the previous calendar year (1 January to 31 December)Quality indicator annual summary Australian Skills Quality Authority (ASQA)	Trainer/Assessor Administrator
<p>C. Collect Quality Indicator Surveys from workplaces – Employer Satisfaction</p> <ul style="list-style-type: none">The <i>Quality Indicator Survey</i> will be provided to employers at the completion of the course on an automatic email issued by the SMS once the last unit has completed.The trainers should encourage all workplaces to complete the survey as ISS Training is required to collect responses from at least 50% of employers.Employers should return the completed survey via the online survey.Provide completed surveys to the Administration officer for collation.Submit your quality indicator data reports in full to qidata@asqa.gov.au by close of business on 30 June each year. Quality Indicator data is required for previous calendar year (1 January to 31 December)Quality indicator annual summary Australian Skills Quality Authority (ASQA)	Trainer/Assessor Administrator

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Procedure	Responsibility
<p>D. Collect feedback from staff</p> <ul style="list-style-type: none"> Request for all active trainers and assessors to complete a <i>Trainer/Assessor Feedback Form</i> annually – this asks a range of questions on training and assessment practices. Other staff are asked to provide formal and informal feedback at any time by discussing feedback with their team or manager and to make improvement suggestions, by filling in a <i>Suggestion for Improvement Form</i>. 	Compliance Manager & Trainer/assessors and other staff
<p>E. Collate surveys using relevant collation tool</p> <ul style="list-style-type: none"> Throughout the year, completed surveys will be returned. They should be collated using the relevant collation tool bi-annually for any surveys received during the preceding period, or at the end of a class group for a certain cohort. Collate each different type of survey separately. Use the collated data to identify areas that show weakness, and/or require improvement. A summary of the collation should be recorded on the <i>Feedback Register</i>. Bring completed analysis to the next management meeting to discuss. This will include making a plan for implementing identified improvements and discussing all feedback received. 	Compliance Manager
<p>F. Feedback Register</p> <ul style="list-style-type: none"> The <i>Feedback Register</i> is used to record the feedback received by the RTO where there is no other suitable place for it to be recorded. For example, information received during a complaint or appeal (which may be considered feedback) will go on the <i>Complaints and Appeals Register</i>. Feedback that prompts an improvement item will go on the <i>Continuous Improvement Register</i>. General feedback which may be positive or negative that doesn't require action can be recorded on the <i>Feedback Register</i>. The <i>Feedback Register</i> will be reviewed at each management meeting for discussion and reflection on how the organisation can learn from the feedback. 	Compliance Manager

2. Complaints management

Relevant to SRTOs: Clause 2.7 Procedure	Responsibility
<p>A. Receive and acknowledge complaint.</p> <ul style="list-style-type: none"> As per policy, complaints are to be made in writing by the complainant, attention to the Compliance Manager/RTO Manager. The Compliance Manager/RTO Manager should review all complaints upon receipt. Acknowledge receipt of complaint in writing by sending a letter to complainant 	Compliance Manager/RTO Manager and Administration Team

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Relevant to SRTOs: Clause 2.7 Procedure	Responsibility
<p>within 3 working days of receipt. Use <i>Complaint or Appeal Acknowledgement Letter</i>.</p> <ul style="list-style-type: none"> Record details of the complaint on the <i>Complaints Register</i>. 	
<p>B. Investigate the complaint.</p> <ul style="list-style-type: none"> Upon receiving the complaint, the matter is to be investigated to ensure all relevant information is available and it is accurate and complete. Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. If the matter is in relation to a third-party delivering services on behalf of the RTO, the third party should be involved in the resolution of the complaint. The Compliance Manager/RTO Manager will review the information and decide on an appropriate response. Where deemed necessary by the Compliance Manager/RTO Manager, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution. Note: The complaint must be completely resolved within 30 calendar days of receipt of the original complaint. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time. They must be provided with updates on progress on a weekly basis thereafter until the matter is resolved. 	<p>Compliance Manager/RTO Manager</p>
<p>C. Advise of the outcome and update records</p> <ul style="list-style-type: none"> Provide a written response to the complainant outlining: <ul style="list-style-type: none"> The RTO's understanding of the complaint. The steps taken to investigate and resolve the complaint. Decisions made about resolution, with reasons for the decisions made. Areas that have been identified as possible causes of the complaint and improvements to be recommended. Their right to access the appeals process if they are not satisfied with the outcome of the complaints process. Update the <i>Feedback Register</i>, <i>Complaints Register</i> so it includes the outcome of the complaint. Update the <i>Continuous Improvement Register</i> if applicable for any improvements to be made as an outcome. Keep a copy of the complaint and supporting documents in the Complaints file and in the student or staff file (where relevant). 	<p>Compliance Manager /RTO Manager or their delegate</p>
<p>D. Review complaints</p> <ul style="list-style-type: none"> Discuss the complaints process and its outcome at the next management meeting to consider whether there are any improvements to be made to prevent recurrence. Quality assurance policy & procedures. 	<p>Management team</p>

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3. Appeals management

Relevant to SRTOs: Clause 2.8

Procedure	Responsibility
<p>A. Receive and acknowledge appeal.</p> <ul style="list-style-type: none"> Upon receipt of a request for an appeal, acknowledge receipt of the appeal in writing by sending a letter to appellant within 3 working days of receipt to ensure appellant receives it within 7 days. Use <i>Complaint or Appeal Acknowledgement Letter</i>. Record details of appeal on the <i>Appeals Register</i>. 	Compliance Manager/RTO Manager and Administration Team
<p>B. Respond to assessment appeals.</p> <ul style="list-style-type: none"> In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor independent of the original decision mark the assessment task again. The assessment decision made during the appeals process will be considered the actual assessment outcome for the task. Advise the student of the outcome of the appeal as per point D below. 	Compliance Manager/RTO Manager or their delegate
<p>C. Respond to appeals against non-academic decisions.</p> <ul style="list-style-type: none"> Upon receiving the appeal, the matter is to be investigated to identify the original decision made and the reasons for the decision. Further details from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. If the matter is in relation to a third-party delivering services on behalf of the RTO, the third party should be involved in the resolution of the appeal. The appellant may request for an independent party (mediator) to be involved in the process. Where this is requested by the appellant, ISS Training will bear the costs associated with one (1) mediation session up to two (2) hours. Should additional mediation be required, the appellant will bear the costs associated. Additionally, ISS Training may decide to call upon an independent mediator to assist in resolving the issue where a decision cannot be reached internally. This will be at ISS Training's cost. ISS Training's Management team will review all relevant information and decide on an appropriate response. Note: The appeal must be resolved within 60 calendar days of receipt of the original appeal. If the matter is particularly complex and it is going to take longer to resolve, the appellant must be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved. 	Management team
<p>D. Advise appellant of the outcome and update records</p> <ul style="list-style-type: none"> Provide a written response to the appellant outlining: 	Compliance Manager/RTO Manager or

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Procedure	Responsibility
<ul style="list-style-type: none"> – The RTO's understanding of the reasons for the appeal. – The steps taken to investigate and resolve the appeal. – Decisions made about resolution and reasons for the decisions. – Areas that have been identified as possible causes of the appeal and improvements to be recommended. • Update the <i>Appeals Register</i> so it includes the outcome of the appeal. • Update the <i>Continuous Improvement Register</i> if applicable for any improvements to be made as an outcome. • Keep a copy of the appeal and supporting documents in the Appeals file and in the student or staff file (where relevant). 	Administration Team
<p>E. Review appeals.</p> <ul style="list-style-type: none"> • Discuss the appeal and its outcome at the next management meeting to consider whether there are any improvements to be made to prevent recurrence. 	Management team

4. Reviews by independent party

Procedure	Responsibility
<p>A. Appoint and cooperate with mediator/ independent party.</p> <ul style="list-style-type: none"> • A complainant or appellant may request that an independent party is involved in resolution of the matter. The independent party may use the RTO's selected mediator or may seek their own at their cost. • The CEO may also decide that an independent party is required to resolve particularly complex matters or in situations where there may be bias. • The independent party recommended for use in this case is the Australian Mediation Association. • Contact independent mediator to arrange mediation/ review. • ISS Training will co-operate fully in the process of the external party reviewing and investigating matters. This will include providing access to the relevant information surrounding the complaint or appeal and the internal complaints records were permitted to do so by law. • All staff must cooperate in such instances and to give an accurate account of the events as they understand them. 	Compliance or RTO Manager and Staff as required

5.

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5. External complaint or appeal

Procedure	Responsibility
2. External complaint or appeal <ul style="list-style-type: none">If dissatisfied with the internal processes, the complainant/appellant may initiate an external complaint or appeal.If requested, ISS Training will respond as necessary.All records will be kept on file.Fully co-operate with external party to respond to the complaint as required.	Staff as required
3. Review external complaints or appeals <ul style="list-style-type: none">Discuss the external process and its outcome at the next management meeting to consider whether there are any improvements to be made to prevent recurrence.	Management team

Related System Documents

SC4.1	Complaints Register
SC4.2	Appeals Register
SC4.3	Complaints and Appeals Flowchart
SC4.4	Complaints and Appeals Form
SC4.5	Complaint or Appeal Acknowledgement Letter

Document Control

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