

# PP16 – Feedback, compliant and appeal policy

## 1. Purpose

This policy outlines AEATS integrated and transparent approach to managing feedback, complaints, and appeals. It ensures that all stakeholders, especially students, are supported in raising concerns or challenging decisions that affect them, in line with Outcome Standards 2.7 and 2.8 of the Standards for RTOs 2025.

## 2. Scope

This policy applies to:

- All current and prospective VET students;
- All AEATS staff and third-party providers;
- Any matter relating to training delivery, student support, assessment, administration, enrolment, or contractual obligations.

It covers informal feedback, formal complaints, and formal appeals processes.

## 3. Definitions

| Term                 | Definition  |
|----------------------|---|
| Feedback             | Positive or negative comments, opinions, or suggestions about AEATS services.                             |
| Complaint            | A formal expression of dissatisfaction with a decision, service, behaviour, or policy.                    |
| Appeal               | A formal request to review a decision made by AEATS that adversely affects a student.                     |
| Procedural Fairness  | Ensuring all parties are heard, treated without bias, and decisions are made based on evidence.           |
| CI Register          | Continuous Improvement Register used to log issues or improvements resulting from feedback or complaints. |
| Independent Reviewer | A third-party individual/organisation used to review unresolved appeals without conflict of interest.     |

## 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standards 2.7 and 2.8
- National Vocational Education and Training Regulator Act 2011
- ASQA Guidelines on Complaints and Appeals
- Australian Privacy Principles

## 5. Policy Statement

AEATS promotes a culture of openness and continuous improvement where feedback is valued, and complaints and appeals are addressed promptly and fairly. Students and stakeholders are encouraged to raise issues or request reviews of decisions without fear of retribution. All submissions are recorded, tracked, and used to improve the AEATS practices and services. AEATS is committed to:

- Responding to all complaints and appeals in a timely, fair, and transparent manner;
- Ensuring procedural fairness, including the right to respond and access an independent review;
- Keeping thorough records of all feedback, complaints and appeals;
- Promoting access to information through induction, the Student Handbook, and the AEATS website.

## 6. Step-by-Step Procedure

### 1. Feedback Handling Process

| Step | Action   | Responsible Person  | Timeframe                  |
|------|--|---|----------------------------|
| 1    | Promote feedback opportunities via class discussions. Feedback forms and management quality check phone calls.                 | Trainers/<br>Compliance<br>Manager<br>/Managing<br>Director | Ongoing                    |
| 2    | Encourage verbal or written feedback from students or stakeholders through the Feedback Form                                   | Trainers /<br>Enrolment Officer                             | Ongoing                    |
| 3    | Receive and record feedback in the Feedback, complaint and appeal register   | Compliance<br>Manager                                       | Within 2<br>business days  |
| 4    | Evaluate feedback for trends or risk indicators and determine whether an informal resolution or system improvement is required | Compliance<br>Manager /<br>Managing<br>Director             | Within 5<br>business days  |
| 5    | If relevant, initiate improvement action and update Continuous Improvement Register  | Compliance<br>Manager                                       | As required                |
| 6    | Provide acknowledgment or follow-up response to the person who submitted the feedback (if identifiable)                        | Compliance<br>Manager                                       | Within 10<br>business days |

## 2. Complaint Resolution Process

| Step | Action  | Responsible Person                     | Timeframe                          |
|------|---|--|------------------------------------|
| 1    | Provide access to the Complaint Form and outline the complaint process in the Student Handbook and website  | Admin / Compliance Manager             | Ongoing                            |
| 2    | Receive completed Complaint Form (hard copy or email)   | Admin Officer                          | Upon submission                    |
| 3    | Acknowledge receipt of the complaint in writing   | Compliance Manager                     | Within 10 business days            |
| 4    | Register complaint in the Feedback, Complaint and Appeal Register   | Compliance Manager                     | Within 5 business days             |
| 5    | Investigate complaint: gather evidence, review records, consult involved staff                              | Compliance Manager / Managing Director | Within 15 business days            |
| 6    | Offer the complainant a chance to present their case and be accompanied by a support person (if applicable) | Compliance Manager                     | At arranged meeting                |
| 7    | Determine the outcome and issue a written decision with reasons   | Compliance Manager                     | Within 20 business days of receipt |
| 8    | If systemic issues are identified, raise in CI Register and develop preventive actions                      | Compliance Manager                     | Post-investigation                 |
| 9    | If unresolved, Student request to do appeal process.  | Compliance Manager                     | Within 10 days of conclusion       |

## 3. Appeal Process

| Step | Action   | Responsible Person | Timeframe |
|------|--|--------------------|-----------|
| 1    | Inform students of the right to appeal in the Student Handbook | Enrolment Officer  | Ongoing   |

| Step | Action  | Responsible Person | Timeframe                                    |
|------|---|--------------------|--|
| 2    | Student submits completed Complaint and Appeal Form with relevant documentation                   | Student            | Within 20 business days of original decision |
| 3    | Acknowledge appeal in writing and register in the Complaint, Appeal & Compliments Register        | Compliance Manager | Within 10 business days                      |
| 4    | Verify if the appeal is eligible and has supporting evidence                                      | Compliance Manager | Within 5 business days                       |
| 5    | Investigate the appeal with procedural fairness – allow all parties to respond                    | Compliance Manager | Within 15 business days                      |
| 6    | If needed, appoint an impartial review panel or independent reviewer with no conflict of interest | Managing Director  | As required                                  |
| 7    | Provide a written appeal outcome with reasons   | Compliance Manager | Within 20 business days of lodgement         |
| 8    | If student is unsatisfied, inform them of external appeals options and provide contacts           | Compliance Manager | Within 10 business days of outcome           |
| 9    | Implement any decision or recommendation in favour of the student as soon as possible.            | Compliance Manager | As soon as possible                          |
| 10   | Update the CI Register if improvement is required   | Compliance Manager | Post-resolution                              |

## 7. Related Documents

- Feedback Form
- Complaint and Appeal Form
- Complaint, Appeal and Compliment Register
- Continuous Improvement (CI) Register
- Student Handbook
- Privacy and Confidentiality Policy