COMPLAINTS AND APPEALS POLICY

RELEVANT STANDARD(S):

2025 Standards for Registered Training Organisations	Relevant standard
Outcome Standards for Registered Training Organisations	Standard 2.7: Feedback and complaints
	Standard 2.8: Appeals against adverse decisions

Purpose

Elite Edge Training Academy Pty Ltd is committed to providing fair, accessible and transparent processes for managing feedback, complaints and appeals.

This policy explains how students and other affected people may raise concerns, make a complaint or appeal a decision. It ensures that matters are managed promptly, respectfully and in accordance with procedural fairness.

Making a complaint or appeal will not disadvantage a student or affect their access to training, assessment or support services.

Scope

This policy applies to complaints about:

- Elite Edge Training Academy.
- Its training, assessment and student support services.
- Trainers, assessors, staff and contractors.
- Third parties providing services on behalf of Elite Edge Training Academy.
- Another student's conduct.
- Fees, refunds, enrolment, support, privacy or access arrangements.

Students may appeal any decision made by Elite Edge Training Academy or a third party acting on its behalf that adversely affects them. This includes assessment, enrolment, disciplinary, refund, reasonable adjustment, complaint or administrative decisions.

This policy applies to prospective, current and former students where the matter relates to services provided by Elite Edge Training Academy.

Definitions

A concern is an issue that may be resolved informally without lodging a formal complaint.

A complaint is an expression of dissatisfaction about a service, action, decision, person or process.

An appeal is a request for a decision to be reviewed because the person believes the decision was incorrect, unfair or not made in accordance with the relevant requirements.

An adverse decision is a decision that negatively affects a student's rights, interests, enrolment, assessment outcome or access to services.

Procedural fairness means providing affected people with a reasonable opportunity to understand the matter, respond to relevant information and have the matter considered impartially.

Policy principles

Elite Edge Training Academy will:

- Make information about complaints and appeals publicly available and easy to access.
- Allow complaints about the RTO, its staff, contractors, third parties and students.
- Allow students to appeal any decision that adversely affects them.
- Provide more than one way to submit a complaint or appeal.
- Apply procedural fairness to all parties.
- Manage matters impartially, respectfully and sensitively.
- Protect privacy and only share information with people who need it to manage the matter.
- Provide reasonable assistance to help a person make a complaint or appeal.
- Allow a support person to assist or attend meetings where appropriate.
- Acknowledge, investigate and resolve matters within reasonable published timeframes.
- Provide written outcomes and reasons for decisions.
- Provide access to independent review where required.
- Keep appropriate records of complaints, appeals and outcomes.
- Use complaint and appeal outcomes to improve training, assessment and student support services.
- Ensure that no person is disadvantaged because they made a complaint or appeal.

Making a complaint

A person may raise a concern informally with their trainer, assessor or student support if they feel comfortable doing so.

Informal resolution is optional. A person may make a formal complaint without first trying to resolve the matter informally.

A formal complaint may be submitted:

- By email to cathy@eetraining.edu.au.
- By telephone on 0447 003 354.
- Through the approved Complaints Form.
- In writing to 36 Melrose Road, Aberdeen TAS 7310.
- Through another accessible method agreed with Elite Edge Training Academy.

The complaint should provide enough information to understand the concern, including relevant dates, people, documents and the outcome being requested.

Elite Edge Training Academy will assist a person who has difficulty preparing or submitting a complaint.

Complaints process

When a complaint is received, Elite Edge Training Academy will:

- Record the complaint in the Complaints and Appeals Register.
- Acknowledge receipt within two business days.

- Confirm the process, contact person and expected timeframe.
- Review the complaint and identify the people and information involved.
- Advise any respondent of the relevant allegations and provide a reasonable opportunity to respond.
- Gather and consider relevant evidence.
- Ensure the person reviewing the complaint was not directly involved in the matter wherever practicable.
- Consider whether immediate action is required to protect safety, wellbeing or evidence.
- Make a fair and reasonable decision based on the available evidence.
- Provide the outcome and reasons in writing.
- Explain any corrective action or further review options.

Elite Edge Training Academy Pty Ltd will acknowledge a complaint within two business days and aim to resolve it within 30 calendar days. If additional time is required, the complainant will be advised in writing of the reason for the delay, the progress of the matter and the expected completion date.

Making an appeal

A student may appeal a decision that adversely affects them.

An appeal should normally be submitted within 20 business days after the student receives written notice of the decision. Elite Edge Training Academy may accept a late appeal where there are reasonable circumstances.

The appeal should explain:

- The decision being appealed.
- Why the student believes the decision should be reviewed.
- Any relevant evidence.
- The outcome being requested.

The original decision will remain in place while the appeal is considered unless maintaining it would create an unreasonable risk or disadvantage.

Assessment appeals

A student may appeal an assessment decision where they believe:

- The assessment requirements were not applied correctly.
- Relevant evidence was not considered.
- The assessment process was unfair or inappropriate.
- Reasonable adjustment was not properly considered.
- The assessor did not follow the assessment instructions or relevant unit requirements.
- Bias or a conflict of interest affected the decision.
- Equipment, systems or conditions affected the assessment outcome.

An assessment appeal will be reviewed by an appropriately qualified assessor who was not responsible for the original decision wherever practicable.

The reviewer may confirm the original decision, request further evidence, arrange reassessment or make another appropriate decision.

An appeal does not automatically entitle a student to a competent result. The student must still demonstrate all requirements of the relevant training product.

Appeals process

When an appeal is received, Elite Edge Training Academy will:

- Record the appeal in the Complaints and Appeals Register.
- Acknowledge receipt within two business days.
- Confirm the process, contact person and expected timeframe.
- Provide the appellant with an opportunity to supply relevant information.
- Arrange an impartial review by a person who was not directly responsible for the original decision wherever practicable.
- Review the original decision, relevant evidence and applicable policies or requirements.
- Provide the appeal outcome and reasons in writing.
- Explain any further review options.

Elite Edge Training Academy Pty Ltd will acknowledge an appeal within two business days and aim to resolve it within 30 calendar days. If additional time is required, the appellant will be advised in writing of the reason for the delay, the progress of the matter and the expected completion date.

Possible appeal outcomes

An appeal may be:

- Upheld in full.
- Upheld in part.
- Not upheld.
- Returned for further consideration.
- Referred for reassessment or independent review.

Where an appeal is upheld, Elite Edge Training Academy will take appropriate corrective action. This may include correcting a record, arranging reassessment, reconsidering a decision or improving a policy or process.

Independent review

If a student is not satisfied with an appeal outcome, they may request review by an independent person or organisation.

The independent reviewer must not have been involved in the original decision or internal appeal.

Elite Edge Training Academy will explain the available review arrangements and any costs before the review begins. Independent review requested under this policy will be made available at no or low cost to the student.

Elite Edge Training Academy will cooperate with the independent review and consider any recommendations arising from it.

External options

A person may seek independent advice or contact an external body at any time.

Depending on the issue, external options may include:

- Australian Skills Quality Authority.
- National Training Complaints Hotline.

- Consumer, Building and Occupational Services Tasmania.
- Equal Opportunity Tasmania.
- Australian Human Rights Commission.
- Office of the Australian Information Commissioner.
- Another relevant regulator or legal service.

The Australian Skills Quality Authority does not generally act as an advocate or resolve individual contractual disputes. However, information provided to ASQA may assist its regulatory activities.

Using an external option does not prevent Elite Edge Training Academy from continuing to address the matter through its internal process where appropriate.

Confidentiality and privacy

Complaints and appeals will be handled confidentially and in accordance with the Privacy Policy.

Information will only be shared with people who need it to investigate, respond to or decide the matter, or where disclosure is required or authorised by law.

Complete confidentiality cannot be guaranteed where information must be provided to another party to ensure procedural fairness or respond to a safety or legal concern.

Support and reasonable adjustment

A person may request assistance or reasonable adjustment to access the complaint or appeal process. Support may include:

- Assistance to complete a form.
- Extra time to provide information.
- Accessible document formats.
- Telephone or online lodgement.
- An interpreter or support person.
- Another reasonable communication method.

Personal information about support needs will be handled confidentially.

Records

Elite Edge Training Academy will maintain records of:

- The complaint or appeal.
- Relevant correspondence and evidence.
- Meetings and discussions.
- Decisions and reasons.
- Outcomes and corrective actions.
- Independent review information.
- Continuous improvement actions.

Records will be stored securely with access limited to authorised personnel.

Roles and responsibilities

The Chief Executive Officer is responsible for ensuring this policy is implemented and reviewed.

The Chief Executive Officer may appoint another suitably qualified person to manage a complaint or appeal.

Where the Chief Executive Officer is involved in the matter or has a conflict of interest, the complaint or appeal will be referred to an independent person.

Staff and contractors must cooperate with complaint and appeal processes and maintain confidentiality.

Monitoring and continuous improvement

Complaints and appeals will be reviewed to identify trends, recurring issues and opportunities to improve:

- Training and assessment.
- Student information and support.
- Policies and procedures.
- Staff practices.
- Third-party services.
- Online systems and learning resources.

Corrective actions will be recorded, assigned to a responsible person and monitored to completion.

VERSION CONTROL

Date	Summary of modifications	Modified by	Version	Implementation date	Next review date
13 December 2024	Original policy created.	360RTO Solutions	1.0	13 December 2024	12 December 2025
1 June 2025	Policy reviewed in preparation for the commencement of the 2025 Standards for Registered Training Organisations. Complaint, appeal, procedural fairness and student support requirements were updated.	Cathy Dalton	1.1	1 July 2025	30 June 2026
1 October 2026	Comprehensive policy review completed. Updated complaint scope, adverse-decision appeals, reasonable timeframes, procedural fairness, independent review, record keeping, privacy, accessibility and continuous improvement requirements.	Cathy Dalton	1.2	1 October 2026	30 June 2027

RTO INFORMATION	
Document Name	Complaints and Appeals Policy v1.2
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