



# Feedback, Complaints and Appeals Policy

## 1. Purpose:

This policy ensures that the RTO provides all learners—including domestic and international students—with a clear, fair, transparent, and accessible process to provide feedback, lodge complaints, or appeal decisions.

The policy promotes fairness, accountability, and continuous improvement, ensuring that concerns are addressed in a timely and respectful manner. It also ensures that all complaints and appeals are handled confidentially, impartially, and without disadvantage to the individual making the complaint or appeal.

This policy supports compliance with:

- Standards for RTOs 2025 – Outcome Standards 2.7 and 2.8
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 10 (CRICOS)
- Australian Privacy Principles (APPs)

## 2. Scope:

This policy applies to:

- All current, prospective, and former students of the RTO
- All RTO staff, including trainers, assessors, administrative staff, and management
- Education agents and third-party providers acting on behalf of the RTO

This policy covers:

- Informal and formal feedback
- Formal complaints
- Appeals against academic and non-academic decisions, including but not limited to:
  - Course progress decisions
  - Assessment or Recognition of Prior Learning (RPL) outcomes
  - Fees, refunds, or re-crediting decisions
  - Actions or conduct of the RTO, its trainers, assessors, administrative staff, or management
  - Actions of education agents or third-party providers delivering services on behalf of the RTO

## 3. Definitions:

Term	Definition
Feedback	Informal input provided by students or stakeholders regarding the quality of services, training delivery, or overall experience with the RTO. Feedback may be positive or negative and is used to support continuous improvement.
Complaint	A formal expression of dissatisfaction about a decision, service, behaviour, or policy of the RTO, its staff, education agents, or third-party providers.
Appeal	A formal request for a review of a decision made by the RTO that affects a student, including academic or administrative decisions.
Procedural Fairness	A decision-making process that ensures impartiality, transparency, and evidence-based evaluation, allowing all parties involved to present their views before a final decision is made.
Support Person	A person nominated by the student to accompany them to a complaint or appeal meeting for support. The support person may provide assistance but does not represent the student in decision-making processes.
Independent Reviewer	A neutral third party not involved in the original decision who may review an appeal to ensure fairness and objectivity.
Continuous Improvement (CI) Register	A register used by the RTO to record, track, and monitor identified issues, feedback, complaints, and improvement actions to support continuous improvement.

## 4. Legislative and Regulatory References:

This policy aligns with the following legislative and regulatory requirements:

- Standards for RTOs 2025 – Outcome Standards 2.7 and 2.8
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 10 (Complaints and Appeals)
- National Vocational Education and Training Regulator Act 2011
- Australian Privacy Principles (APPs) – Privacy Act 1988 (Cth)

## 5. Policy Statement:



The RTO values student feedback and recognises that complaints and appeals provide important opportunities to improve services and maintain high standards of training delivery and student support.

The RTO is committed to ensuring that all feedback, complaints, and appeals are handled in a fair, transparent, timely, and confidential manner, in accordance with the principles of procedural fairness and natural justice.

The RTO will:

- Encourage informal feedback and early resolution of concerns wherever possible.
- Provide a transparent, fair, and accessible complaints and appeals process.
- Ensure all decisions are made with procedural fairness, impartiality, and evidence-based consideration.
- Respect student privacy and confidentiality, and ensure that students are protected from victimisation or disadvantage when raising concerns.
- Maintain accurate records of all feedback, complaints, and appeals for monitoring and continuous improvement.
- Ensure international students are informed of their rights to internal and external appeal processes at no or minimal cost.

International students are additionally protected under the National Code of Practice 2018, and will receive written outcomes, information about external review options, and guidance regarding contact with the Department of Home Affairs where relevant.

#### Complaints and Appeals Framework

The RTO acknowledges that students may raise concerns regarding decisions, services, behaviours, or policies that affect their learning experience or wellbeing.

To ensure fairness and transparency, the RTO provides a structured complaints and appeals framework, which includes both internal resolution mechanisms and access to external review options.

The RTO ensures that:

- All overseas students have access to a documented, free, and accessible internal complaints and appeals process, outlined in the Student Handbook, website, and orientation materials.
- Where issues cannot be resolved informally, students may submit a formal complaint or appeal using the appropriate form, with staff assistance where required.
- Complaints and appeals may relate to any dealings with the RTO, its staff, education agents, or third-party providers delivering services on its behalf.
- Assessment of a formal complaint or appeal will commence within 10 working days of receipt and will be finalised as soon as practicable.
- Students will have the opportunity to present their case and may be accompanied by a support person of their choice during meetings or hearings.
- All complaints and appeals are managed by appropriately trained and impartial staff.
- Students receive a written statement of the outcome, including reasons for the decision, at the conclusion of the internal process.
- A written record of each complaint or appeal, including the outcome and supporting evidence, is maintained securely and retained for a minimum of two years after the student ceases to be an accepted student.
- If the internal process does not resolve the matter to the student's satisfaction, the RTO will provide information about accessing an appropriate external complaints or appeals body, such as:
  - Overseas Students Ombudsman, or
  - Australian Skills Quality Authority (ASQA)
 within 10 working days of the internal outcome.
- Where an internal or external review finds in favour of the student, the RTO will immediately implement the decision or recommendation and inform the student of the corrective or preventive actions taken.
- Students are advised to seek guidance from the Department of Home Affairs where the outcome of a complaint or appeal may affect their visa conditions.

This policy ensures that students can raise concerns in a safe, respectful, and supportive environment, without fear of disadvantage or retaliation. The process forms an important component of the RTO's commitment to student welfare, transparency, quality assurance, and continuous improvement.

### 6. Procedure – Step-by-Step:

#### 6.1 Feedback Procedure

Step	Action	Responsibility
1	Provide students with access to the Feedback Form through the RTO website, orientation sessions, and the Pre-Training Review (PTR) process.	Compliance Manager / Admin Officer
2	Encourage students to provide informal feedback through class discussions, surveys, student meetings, or other engagement activities.	Trainers / Student Support Officer
3	Collect and review all feedback submissions, including both positive feedback and suggestions for improvement.	Compliance Manager
4	Record feedback submissions in the Feedback, Complaints and Appeals Register for monitoring and review.	Compliance Manager
5	Analyse feedback trends and record improvement actions in the Continuous Improvement Register, implementing changes to services, training delivery, or operations where appropriate.	Compliance Manager / CEO

#### 6.2 Complaint Handling Procedure

Step	Action	Responsibility
1	Ensure the Complaints and Appeals Form is accessible to students through the RTO website, Student Handbook, and orientation materials.	Compliance Manager / Admin Officer
2	Encourage informal resolution of concerns wherever possible through discussion with trainers,	Trainer / Student Support Officer





	student support staff, or relevant personnel.	
3	If the matter remains unresolved, the student may complete and submit the Complaints and Appeals Form.	Student
4	Acknowledge receipt of the complaint in writing within 10 working days of submission.	Compliance Manager
5	Record the complaint in the Feedback, Complaints and Appeals Register for monitoring and compliance purposes.	Compliance Manager
6	Conduct an impartial investigation of the complaint, ensuring fairness and transparency and involving relevant staff where appropriate.	Compliance Manager / Relevant Manager
7	Provide the student with the opportunity to present their case, and allow them to be accompanied by a support person if desired.	Compliance Manager
8	Provide the student with a written outcome of the complaint within 20 business days, including the reasons for the decision.	Compliance Manager
9	Record the outcome and any systemic issues identified in the Continuous Improvement Register.	Compliance Manager
10	Inform the student of their right to appeal the decision if they are not satisfied with the outcome of the complaint process.	Compliance Manager

### 6.3 External Appeals Process

If a student is not satisfied with the outcome of the internal complaints and appeals process, they have the right to access an independent external complaints and appeals process at minimal or no cost.

The RTO will:

- Inform the student of their right to access an external appeal process within 10 working days of concluding the internal review.
- Provide the contact details of the appropriate external complaints and appeals body.
- Maintain the student's enrolment during the appeals process where required under applicable regulations, unless there is a risk to health or safety.

Where applicable, the cost associated with an external appeal process may be the responsibility of the student.

#### External Appeal Bodies

Students may contact one of the following external organisations depending on the nature of the complaint or appeal:

##### 1. Overseas Students Ombudsman (OSO) – for international students

- Website: <https://www.ombudsman.gov.au>
- Phone: 1300 362 072
- The OSO provides a free and independent service that investigates complaints about Australian education providers.

##### 2. Australian Skills Quality Authority (ASQA) – for domestic students

- Website: <https://www.asqa.gov.au>
- ASQA handles complaints relating to RTO compliance with the Standards for RTOs.

##### 3. Resolution Institute (Alternative Dispute Resolution Service)

- Website: <https://resolution.institute>
- Provides independent mediation services where disputes require third-party facilitation.

##### 4. Legal Aid Services

Students may seek assistance from their relevant state or territory Legal Aid office for legal advice or guidance regarding complaints and appeals processes.

#### Cost of Mediation (If Applicable)

Where an independent mediation service is used, any associated costs (such as mediator fees, venue hire, or travel expenses) will be shared equally between the RTO and the complainant, unless otherwise agreed.

#### Implementation of External Review Outcomes

The RTO will promptly implement any recommendations or decisions arising from an external review.

Where an external appeal decision is made in favour of the student:

- The RTO will implement the outcome within 10 working days, and
- The student will be informed of the corrective actions taken.

### 7. Additional CRICOS-Specific Provisions (National Code Standard 10):

- The RTO ensures that overseas students are provided with additional protections in accordance with National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 10.
  - The RTO ensures that:
    - Internal complaints and appeals processes are available at no cost or minimal cost to the student.
    - Students have the right to be accompanied and assisted by a support person of their choice during any complaint or appeal meeting.
    - Students are provided with information on how to contact the Department of Home Affairs if the outcome of a complaint or appeal may affect their visa conditions or enrolment status.
    - Accurate written records are maintained for every stage of the complaints and appeals process.
    - The final outcome of the complaint or appeal, including the reasons for the decision, is communicated to the student in writing.

### 8. Related Documents:

The following documents support the implementation of this policy:

- Feedback Form



**Yarra College**  
Australia

RTO Number: 45992  
CRICOS Provider Number: 04115A

**Yarra College Australia (YCA)**  
Tenancy1, Level 6,190 Queen Street  
Melbourne, Victoria 3000  
Phone: +61 466 106256  
[www.yarracollege.vic.edu.au](http://www.yarracollege.vic.edu.au)

- Complaints and Appeals Form
- Feedback, Complaints and Appeals Register
- Continuous Improvement (CI) Register
- Student Handbook
- External Appeals Contact Information (Overseas Students Ombudsman / ASQA)