

Complaints and Appeals Policy

TrEd College

Effective Date: 1st July 2025

Review Date: July 2026

Policy Owner: Compliance Manager

Approved by: CEO

1. Purpose

The purpose of this policy is to provide a clear, fair, and transparent process for managing complaints and appeals at TrEd College. This ensures compliance with:

- **Standards for RTOs 2024 – Standard 6**
- **National Code 2018 – Standard 10**
- Principles of procedural fairness and natural justice

2. Scope

This policy applies to:

- All current and prospective students of TrEd College
- All staff, contractors, and education agents
- Complaints and appeals related to academic decisions, service quality, administrative matters, misconduct, and third-party arrangements

3. Definitions

- **Complaint:** An expression of dissatisfaction with a service, decision, behaviour, or action of TrEd College, its staff, students, or education agents
- **Appeal:** A formal request to review or overturn a previous decision made by TrEd College (e.g., assessment outcomes, enrolment cancellation)
- **Natural Justice:** The right to a fair hearing, the right to be informed, and the right to an unbiased decision-maker

4. Policy Statement

TrEd College, level 2, 1 James Place. North Sydney 2060, NSW, Australia NO: 40797 CRICOS Provider Code: 03471E			
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TrEd College is committed to:

- Providing all students and stakeholders with a safe and supportive environment for raising concerns
- Resolving complaints and appeals fairly, promptly, confidentially, and without victimisation
- Ensuring decisions are made objectively and with due regard for all evidence and circumstances
- Allowing students to have a **support person** present at any stage of the process
- Maintaining records of all complaints and appeals and using them to improve services

5. Complaints Procedure

5.1 Informal Resolution (Optional)

- Students or stakeholders are encouraged to first attempt informal resolution by discussing the issue with the relevant staff member
- If resolved informally, no further action is required

5.2 Formal Complaint

If the matter is not resolved informally:

Step 1: Submit Complaint

- Complete the **Complaints and Appeals Form** (available on the website or from Student Services)
- Submit to Student Services or the Compliance Manager via email or in person

Step 2: Acknowledgement

- TrEd will acknowledge receipt in writing within **5 working days**

Step 3: Investigation

- The Compliance Manager will review the complaint and may:
 - Interview the complainant and other relevant parties
 - Review documents, policies, and procedures
 - Seek expert input if needed

Step 4: Outcome Notification

- A written decision will be provided to the complainant within **10–20 working days**
- It will include reasons for the outcome and any actions to be taken

6. Appeals Procedure

Students may appeal decisions related to:

- Assessment outcomes
- Disciplinary action
- Deferral, suspension or cancellation of enrolment
- Work placement decisions
- Any other decision impacting their studies

Step 1: Submit Appeal

- Complete the **Complaints and Appeals Form** within **20 working days** of the decision
- Attach supporting documents where applicable

Step 2: Acknowledgement

- TrEd will acknowledge receipt within **5 working days**

Step 3: Review Panel

- A panel (independent of the original decision-maker) will assess the appeal
- The student will be invited to present their case
- A support person may attend

Step 4: Decision and Notification

- The appeal outcome will be sent in writing within **10–20 working days**
- If the appeal is upheld, corrective action will be taken

7. External Appeal

If the complainant is not satisfied with the internal outcome, they may access an **external review** through:

Overseas Students Ombudsman (OSO)

Website: <https://www.ombudsman.gov.au>

Phone: 1300 362 072 (free call in Australia)

For domestic students or other complaints, students may contact:

- **NSW Fair Trading**
- **ASQA (for RTO-related matters)**

8. International Students – Enrolment During Appeals

- TrEd College **will not cancel** a student’s enrolment due to a complaint or appeal until the internal and/or external process is completed
- Students may continue attending classes unless there is a health or safety risk

9. Confidentiality and Records

- All complaints and appeals are handled **confidentially**
- Records are maintained securely for **a minimum of five years**
- Information is only shared with those directly involved in resolving the issue

10. Continuous Improvement

All complaints and appeals outcomes will be reviewed quarterly as part of TrEd College’s **Continuous Improvement Framework**, and reported to senior management to inform improvements in policies, training, and services.

11. Responsibilities

Role	Responsibility
Students	Raise complaints/appeals within required timeframe
Trainers & Staff	Respond promptly and respectfully to concerns
Compliance Manager	Oversee process, ensure fairness, recordkeeping
CEO	Ensure policy is implemented and reviewed annually

12. Related Documents

- Complaints and Appeals Form
- Complaints and Appeals Register
- Student Code of Conduct
- Assessment Policy
- Deferral, Suspension, and Cancellation Policy
- ESOS Act 2000
- Standards for RTOs 2024 – Standard 6

- National Code 2018 – Standard 10