Complaint & Appeal Policy

Skills Recruitment Pty Ltd | RTO 45725 | V3 September 2025

Businessplex is committed to ensuring that all student complaints are resolved fairly, promptly and at the most appropriate level within the RTO. This policy ensures all learners and stakeholders have access to a fair, transparent, and timely process for managing complaints and appeals, in line with the Standards for RTOs 2025.

Definitions

- Complaint: Dissatisfaction with services, staff, facilities, or policies
- Appeal: Request to review a decision, including assessment outcomes, course progression, enrolment, fees, or complaint results
- Informal Resolution: Attempt to resolve concerns through direct discussion before formal processes

Policy Principles

- Impartial decisions; all parties heard, no disadvantage for raising issues
- Processes, timeframes, and outcomes communicated in writing
- Information provided in student handbook no fee for lodging complaints/appeals
- Acknowledge within 2 business days and resolve within 10 business days
- Personal information treated confidentially
- Data informs quality improvement

Complaints & Appeals Covered

Includes, but not limited to:

- Assessment outcomes and processes
- Training delivery and learning resources
- Trainer/assessor conduct
- Fees, refunds, or enrolment issues
- Course progression or disciplinary decisions
- Access, equity, bullying, harassment, or discrimination

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All student complaints will be handled in a way that:

- Assists in resolving the complaint by assisting the parties to a satisfactory outcome;
- Is fair, efficient and in accordance with principles of natural justice;
- Treats complaints with appropriate seriousness and confidentiality;
- Facilitates early resolution as close to the source of the problem as possible; and
- Provides Businessplex with the means to identify ways of continually improving the services it provides.

The Complaints policy and procedures will complement, but not replace existing RTO policies and procedures for dealing with other forms of grievances, and or cancellations, assessment appeals, discrimination, harassment, sexual harassment or criminal acts. Complaints that are found to be outside the domain of this policy will be directed to the appropriate channels.

Complaints that involve alleged criminal actions will be reported immediately to the police or other relevant authority.

Confidentiality

All complaints are treated with appropriate confidentiality, unless to do so would compromise the RTO's duty of care. Similarly, people who are themselves the subject of a complaint, have the right to expect that any claims made against them are treated confidentially.

While confidentiality can be assured, anonymity cannot. It will be sometimes impossible to guarantee that a complainant will not be identified, particularly if the circumstances of their complaint are unique. Anonymity is not appropriate if formal processes are invoked.

When a formal complaint is lodged the person(s) who is the subject of the complaint will be notified and provided with details of the allegation(s).

The CEO will retain records of the types of issues that are the subject of complaints, the timeliness of response and the nature of the resolution. This information will be reviewed and used to ensure and enhance continuous quality improvement.

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Complaints & Appeals Procedure

Students are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) involved to deal through informal resolution before it becomes a formal complaint. The CEO/ Operations/RTO Manager and other staff are available to assist students to resolve their issues at this level. Where a complaint cannot be resolved informally by discussion and mediation, a formal complaint may be lodged with the CEO or submitted through the complaints and appeals form.

Lodging a Complaint

- Formal complaints and appeals may be made in writing to the CEO or to submit the complains & appeals form through the Student Management System. The CEO/Operations/RTO Manager/Admin will discuss the nature of the issue with those involved and attempt to resolve problems through discussion and conciliation.
- The CEO will discuss the complaint with the Operations/RTO Manager and advise, in writing, the person who has made the complaint of the proposed solution.
- The advice to the person who has made the complaint will include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- A student may be assisted or accompanied by a support person regardless of the nature of the complaint or appeal. Businessplex will maintain a student's enrolment while a complaint and appeal process are on–going, however, this does not exclude Businessplex from reserving the right to suspend a student from attending class or visiting Businessplex Training facility, if that is considered necessary during this period.
- Businessplex acknowledges the need for an independent party to mediate where an appropriate outcome cannot be reached internally.
- All independent adjudicator outcomes will be communicated to the complainant in a timely manner.

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All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals within the Student Management System. This will reviewed at Staff Meetings and used as an opportunity for as continuous improvement.

Should Businessplex consider more than 60 calendar days are required to process and finalise the complaint or appeal, Businessplex will:

a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
b) regularly update the complainant or appellant on the progress of the matter.

Assessment Appeals

- Students have the right to make an appeal against the assessment decisions made by Businessplex training and assessing staff.
- Appeals against assessment decisions must be made in writing within one week of the issuance of results.

Independent Adjudicator

- On referral, the independent adjudicator shall contact the complainant to arrange a satisfactory time to meet and discuss the grievance in question.
- The outcome of the arranged meeting between the complainant and the independent adjudicator shall be communicated in writing to Businessplex management.
- There shall be no fee payable for this service.

Other

- Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer law, where applicable.
- This policy does not limit an individual's rights to pursue other legal remedies.