



# Complaints and Appeals Policy and Procedures

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## RESPONSIBLE for:

<b>Ensure Compliance:</b>	Chief Executive Officer/Quality Management Committee (QMC)
<b>Directly Responsible:</b>	Training Manager
<b>Adhering to:</b>	All Industry Training Qld Personnel

## GOVERNING STANDARDS

The Directors of Industry Training Qld (ITQ) require compliance against any Legislation and Regulations that relate to Complaints and Appeals, in particular, the revised Standards for RTOs (2025), Standard 6: Clauses 6.1- 6.6.

## PURPOSE

The purpose of this policy is to ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeals process. This Policy & Procedure is available through ITQ's intranet and website. ITQ's complaint's policy manages and responds to allegations involving the conduct of:

- a) ITQ, its trainers, assessors or other staff;
- b) a third-party providing services on ITQ's behalf, its trainers, assessors, or other staff; or
- c) a learner of ITQ.

ITQ appeal's policy manages requests for a review of decision, including assessment decisions, made by ITQ or a third-party providing services on ITQ's behalf.

# Policy

1. This policy is to support the revised Standards for Registered Training Organisations (RTOs) 2025 – Standard 6, where ITQ will provide a fair and transparent means of making formal complaints and appealing academic and related decisions as an integral part of all training and assessment provided to learners.
2. ITQ has, and implements, this documented internal complaints handling and appeals process and policy, and provides the learner with comprehensive, free and easily accessible information about that process and policy.
3. ITQ ensures that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
4. This policy will manage and respond to complaints involving ITQ, its trainers, assessors or other staff, learners and third-parties providing services on behalf of ITQ including the third-parties' staff.
5. This policy will also manage the requests for reviews of decisions, including assessment decisions made by ITQ or third-party arrangements if applicable.
6. ITQ's Complaints and Appeals Policy and Procedures:
  - a. ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
  - b. are publicly available
  - c. set out the procedure for making a complaint or requesting an appeal
  - d. ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
  - e. provide for review by an appropriate party independent of ITQ and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.
7. ITQ's internal complaints handling and appeals processes must:
  - a. include a process for the learner to lodge a formal complaint or appeal if a matter cannot be resolved informally
  - b. include that ITQ will respond to any complaint or appeal the learner makes regarding their dealings with ITQ, ITQ's education agents or any related party ITQ has an arrangement with, to deliver the learner's courses or related services if applicable
  - c. commence assessment of the complaint or appeal within 10 working days of it being made in accordance with ITQ's complaints handling and appeals policy and process, and finalise the outcome as soon as practicable
  - d. ensure the learner is given an opportunity to formally present their case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings
  - e. conduct the assessment of the complaint or appeal in a professional, fair and transparent manner
  - f. ensure the learner is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome
  - g. keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.
8. If the learner is not successful in ITQ's internal complaints handling and appeals process, ITQ must advise the learner within 10 working days of concluding the internal review of the learner's right to access an external, complaints handling and appeals process at minimal or no cost. ITQ must give the learner the contact details of the appropriate complaints handling and external appeals body.
9. If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the learner, ITQ must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the learner of that action.
10. Where ITQ considers more than 60 calendar days are required to process and finalise the complaint, ITQ will:
  - a. inform the complainant in writing as to why more than 60 calendar days are required and
  - b. regularly update the complainant on the progress of the matter.
11. ITQ:
  - a. Securely maintains records of all complaints and appeals and their outcomes
  - b. Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

12. ITQ also recognises that learner complaints can be anonymous; however, to be able to solve complaints in a timely manner, complainants should specify their details.
13. ITQ has arrangements in place for a person or body independent of and external to ITQ to hear complaints or appeals arising from ITQ's internal complaints and appeals process or refer learners to an existing body where that body is appropriate for the complaint or appeal.
14. If the learner is not satisfied with the result or conduct of the internal complaint handling and appeals process, ITQ will advise the learner of their right to access the external appeals process at no cost.
15. If the learner chooses to access ITQ's Complaint and Appeals processes, ITQ must maintain the learner's enrolment while the complaints and appeals process is ongoing.
16. If the internal or external complaint handling or appeal process results in a decision that supports the learner, ITQ will immediately implement any decision and/or corrective and preventative action required and advise the learner of the outcome.
17. This policy will ensure that if there is any matter arising from a learner complaint or appeal that is a systemic issue which requires improvement action, this will be reported to ITQ's management meeting, managed and implemented as part of ITQ's continuous improvement process to take corrective action to eliminate or mitigate the likelihood of reoccurrence. This will all be noted on ITQ's Continuous Improvement Register.
18. This policy applies to ITQ's learners and staff.
19. The CEO is responsible for implementation of this policy and ensuring that staff, third-parties providing services on ITQ's behalf, and learners are made aware of its application and the procedures for complaints and appeals.

## Procedures

### Requirements

1. Learners who are concerned about the conduct of ITQ, its trainers, assessors or other staff, learners and third-parties providing services on behalf of ITQ are encouraged to attempt to resolve their concerns using this policy and procedures.
2. This policy and procedures will be implemented at no cost to the learner.
3. The procedures will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting documentation.
4. All prospective learners will be provided with information about the Complaints and Appeals policy and procedures before making an agreement to enrol.
5. All Complaints and Appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties; this includes any anonymous complaints.
6. Learners will be provided with details of external authorities they may approach, if required.
7. At any stage in the internal Complaints or Appeals process learners are entitled to have their own nominee to accompany or represent them. The nominee can be a friend, relative, another learner, learner union representative, legal adviser, solicitor or any other person according to learner's wish. But a nominee cannot be the employee of ITQ who is involved in the complaint/appeal or person dealing with the complaint/appeal.
8. Learners may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, learner amenities, discrimination, sexual harassment and other issues that may arise.
9. For internal Complaints and Appeals:
  - The learner will have an opportunity to formally present their case, in writing or in person at no cost to the learner
  - The learner will need to complete and submit a Complaints and Appeals Application form
  - The learner may be accompanied and assisted by a support person at any relevant meetings
  - Complaints and requests for Appeals will be acknowledged by ITQ in writing within 10 working days of receiving a Complaints and Appeals Application Form

- At the conclusion of the Complaint or Appeal the learner will be given written advice of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed and securely maintained in the learner file, as well as registered on ITQ's Complaints and Appeals Register
- ITQ will aim to identify causes of complaints and appeals and take corrective action to eliminate or mitigate the likelihood of these reoccurring

10. A learner's enrolment must be maintained whilst a Complaint or Appeal is in progress and the outcome has not been determined except in cases where ITQ is intending to defer or suspend a learner's enrolment due to misbehaviour or to cancel the learner's enrolment.

11. Extenuating circumstances relating to the welfare of the learner must be supported by appropriate evidence and may include, but are not limited to the learner:

- having medical concerns, severe depression or psychological issues which lead the provider to fear for the learner's wellbeing;
- having engaged or threatens to engage in behaviour that is reasonably believed to endanger the learner or others; or
- being at risk of committing a criminal offence.

12. If the internal or external complaint handling or appeal process results in a decision that supports the learner, ITQ will immediately implement any decision and/or corrective and preventative action required and advise the learner of the outcome.

13. ITQ will encourage the learner to approach a Complaint or Appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, ITQ acknowledges the need for an appropriate external and independent agent to review the process implemented by ITQ.

14. If there is any matter arising from a learner complaint or appeal that is a systemic issue which requires improvement action this will be reported to ITQ's management meeting, managed and implemented as part of ITQ's continuous improvement process to take corrective action to eliminate or mitigate the likelihood of reoccurrence.

15. Nothing in the procedures inhibits learner's rights to pursue other legal remedies to be reviewed by an appropriate party independent of ITQ. Learners are entitled to resolve any dispute by exercising their rights to other legal remedies. Learners wishing to take this course of action are advised to contact a solicitor.

16. ITQ will ensure all records of formal discussions conducted under this policy and procedures and their outcomes will be confidentially and securely maintained in the learner's file.

## Method – Complaints Procedure Informal Complaint Process

1. Any learner or member of staff with a question or complaint may raise the matter with staff of ITQ and attempt an informal resolution of the question or complaint.
2. Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless ITQ staff member involved determines that the issue question or complaint was relevant to the wider operation of ITQ.
3. Learners who are not satisfied with the outcome of the question or complaint are encouraged to lodge a formal complaint, by filling out ITQ's Complaints and Appeals Form.

## Formal Complaint Process

1. Learners who are not satisfied with the outcome of the informal complaint process, or, who want to lodge a formal complaint may do so within 20 working days after the date of the event that causes a complaint. To lodge a formal complaint a learner must complete a Complaints and Appeals Form and submit to ITQ Receptionist or send via email to the Student Support Officer: [admin@itq.edu.au](mailto:admin@itq.edu.au) A member of staff must submit the form to the HR Manager.
2. On receipt of the complaint, the Student Support Officer sends a Complaint/Appeal Acknowledgement Letter via email to the complainant within 3 working days to acknowledge the receipt of the formal complaint.

3. The complaint will be directed to the Complaints and Appeals Committee for further action. Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. Where the meeting is face-to-face, a support person may accompany the complainant.
4. At the stage of the Complaint meeting, the complaint must be recorded in writing and signed and dated by the complainant and the CEO or a delegate.
5. The CEO/HR Manager or a delegate will then attempt to resolve the complaint with the learner/staff and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing.
6. A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
7. At the end of the resolution phase the Compliance Manager will report ITQ's decision to the learner. ITQ's decision and reasons for the decision will be documented, as well as registered on ITQ's Complaints and Appeals Register.
8. Where ITQ considers more than 60 calendar days are required to process and finalise the complaint, ITQ will:
  - Inform the complainant in writing as to why more than 60 calendar days are required and
  - Regularly update the complainant on the progress of the matter
9. Following the resolution phase, ITQ will implement the decision as conveyed to the learner and undertake any improvement actions arising from the complaint.
10. If the internal complaint handling results in a decision that supports the learner, ITQ will immediately implement any decision and/or corrective and preventative action required and advise the learner of the outcome.
11. If a learner is dissatisfied with the outcome of the formal complaint process, then they may lodge an internal appeal's process by completing the Complaints and Appeals Form within 20 days of outcome of 'Formal Complaint'.

## Method – Appeals Procedure

### Internal Appeal Process

1. Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a learner to reconsider a decision made by ITQ. For academic appeals, please refer to Academic Appeals Policy and Procedures.
2. A learner's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
3. The appeals process is initiated by a learner completing the Complaints and Appeals Form available from Student Services or via the website.
4. The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.
5. A maximum time of 20 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.
6. After a learner makes an internal appeal, ITQ will appoint a person or body to hear the appeal and propose a final resolution. This person or body must not be the same as any person or body who heard the original complaint.
7. The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the learner and ITQ and placed in the learner file, as well as registered on ITQ's Complaints and Appeals Register.
8. If the internal appeal process results in a decision that supports the learner, ITQ will immediately implement any decision and/or corrective and preventative action required and advise the learner of the outcome.
9. Following the internal appeals phase, ITQ will implement the decision as conveyed to the learner and undertake any improvement actions arising from the appeal.

10. There are no further avenues within ITQ for complaints or appeals after the internal appeals process has been completed; however, an external appeals process is available.
11. Where ITQ considers more than 60 calendar days are required to process and finalise the appeal, ITQ will:
  - Inform the appellant in writing as to why more than 60 calendar days are required and
  - Regularly update the appellant on the progress of the matter.

## External Appeal Process

1. If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, ITQ advises the learner that they have the right to access the external appeals process. Where this is the case, the matter shall be referred to the external independent/third-party mediator at no cost to the learner.
2. The purpose of the external appeals process is to consider whether ITQ has followed its student complaint and appeals procedure, not to decide in place of ITQ. For example, if a learner appeals against their subject results and goes through ITQ internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not decide as to what the subject result should be.
3. A learner may seek assistance from a formal external authority within 10 working days if they are not satisfied with the decision reached. ITQ supports the following external independent providers for this mediation service at no cost to the learners:
  - Domestic Australian Students:  
Queensland Training Ombudsman: 1800 773 048  
<https://trainingombudsman.qld.gov.au/>  
Email: [info@qto.qld.gov.au](mailto:info@qto.qld.gov.au)  
PO Box 15090, City East QLD 4002

Note: That the Australian Skills Quality Authority (ASQA) is not able to act as the Independent third-party for reviewing complaints. ASQA is not a consumer protection agency and cannot act as an advocate for individual learners.

4. The independent mediator will determine the external appeals procedure.
5. If the external appeal process results in a decision that supports the learner, ITQ will immediately implement any decision and/or corrective and preventative action required and advise the learner of the outcome.
6. Following the receipt of the outcome of the external appeal ITQ must immediately implement the decision, convey the outcome to the learner, place a copy of the documentation on the learner file and undertake any improvement actions arising from the complaint.

### Revision History

Review Date: Dec 2027

Revision	Date	Description of modifications
1.	22 Aug 2022	Initial version
2.	22 Jun 2025	Revised Standards for RTOs (2015)