

Division 5: Feedback, complaints and appeals	
Standard 2.7	Standard 2.8
Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation.	Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student.
Policies: Feedback, Complaints and Appeals Policy and Procedures	
Supporting Documents • Orientation Presentation • Student Handbook • Complaints and Appeals Form • Complaints and Appeals Register • Feedback Form • Feedback Surveys • Continuous Improvement Register	

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Feedback, Complaints and Appeals Policy and Procedures

POLICY CODE: QA2.7 & 2.8

Related Outcome Standard: 2.7 & 2.8

NATIONAL CODE OF PRACTICE FOR PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2018 (CTH).

STANDARD 6 AND 10

Purpose

The purpose of this policy is to ensure that City College provides a transparent, accessible, and responsive system for managing feedback, complaints, and appeals. This system empowers VET students to raise concerns, voice their experiences, and seek review of decisions that impact their training journey, without fear of reprisal.

Through this policy, City College affirms its commitment to:

- Upholding the rights of VET students to express concerns or dissatisfaction about any aspect of their experience, whether it relates to training delivery, assessment outcomes, support services, interactions with staff, third-party providers, or administrative processes.
- Ensuring that feedback and complaints are managed fairly, impartially, and promptly, affording procedural fairness to all parties involved.
- Providing VET students with clear avenues to appeal decisions made by the organisation or third parties that adversely affect them, including assessment decisions, ensuring that appeal processes are transparent, independent, and supportive of natural justice.
- Using insights gathered from feedback, complaints, and appeals to drive continuous improvement across all areas of the organisation, ensuring the quality, relevance, and responsiveness of services provided.

This policy fosters a learning environment where VET students feel heard, respected, and supported, reinforcing City College's broader commitment to student wellbeing, equity, and quality assurance.

Legislative Background

Outcome 2 – VET Student Support, Division 5 – Feedback, Complaints and appeals, Standard 2.7 and 2.8, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Standard 6 and 10.

Scope

This policy applies to:

- All VET students enrolled or intending to enrol or formally enrolled at City College.
- All employees, contractors, third-party service providers, and stakeholders.
- All decisions made by City College or its authorised representatives that may affect a student.

It is important to note that this policy has a broad application. A complaint may be made by a VET student, an employee or any other stakeholder.

Policy Statement

City College is committed to fostering a culture of openness, fairness, and continuous improvement where students and other stakeholders feel safe to provide feedback, raise concerns, or appeal decisions without fear of disadvantage or

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reprisal. The organisation recognises that both **informal and formal complaints** play a crucial role in enhancing the quality of services, ensuring student satisfaction, and maintaining accountability.

This policy outlines processes for:

- **Informal complaints and feedback**

- Encourages open communication between students and staff to resolve issues at the earliest opportunity, informally and at the local level.
- Supports VET students to raise concerns directly with Trainers and Assessors, support staff, allowing for timely and flexible resolution.
- Promotes a culture where feedback (both positive and constructive) is welcomed as part of day-to-day interactions and regular feedback surveys.

- **Formal complaints and feedback**

- Provides a structured and documented process for VET students or other stakeholders who wish to escalate concerns that were not resolved informally or that require a formal review.
- Ensures that formal complaints are handled impartially, fairly, and within reasonable timeframes by designated personnel who are independent of the issue.
- Guarantees that procedural fairness is maintained, outcomes are documented, and students are informed of resolution avenues, including external escalation options.

Furthermore, City College ensures that:

- VET Students are fully informed of their rights to provide feedback, lodge complaints, and appeal decisions through multiple accessible channels.
- All complaints and appeals, whether informal or formal, are treated confidentially and are used as valuable inputs for continuous improvement.
- Feedback, complaints, and appeals can relate to any aspect of the student experience, including services provided by third parties delivering training or assessment on behalf of City College.

This policy strengthens City College's commitment to a fair, respectful, and supportive learning environment where student voices are heard and acted upon.

Procedures

Access and Support

Complaints procedures and the student's rights to access both internal and external complaints and appeals process are explained:

- During orientation
- In the Student Handbook and on the website
- Within the Student Written Agreement
- On request from staff

Complainants may seek help from Student Support and Welfare Officers or bring a support person.

Support Services for First Nations Students

- First Nations students are offered culturally appropriate support through internal services or external referrals.

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- Where available, a First Nations Liaison or identified contact person is assigned.

Feedback and Complaints Management System (Standard 2.7)

- **Receiving Feedback and Complaints**
 - Feedback and complaints may be submitted:
 - Verbally to a staff member (Informal complaint/ feedback)
 - In writing through the Complaints and Appeal Form
 - Anonymously via suggestion boxes
 - Complaints can relate to:
 - Services provided by City College
 - Behaviour of staff or other students
 - Conduct of third parties or City College contractors
 - Complaints about a particular incident should be made as soon as possible after the incident occurs.
 - When making a complaint, the complainant must provide as much information as possible to enable the City College to investigate and determine an appropriate solution. This should include:
 - The issue relating to the complaint, describing the incident and how it affected the complainant.
 - Any evidence to support the complaint.
- **Complaint Handling Process**
 - All complaints are acknowledged in writing within 5 business days by the Student Support Officer and forwarded to the Compliance Manager in accordance with Performance Indicator 2.7(b).
 - Investigation is completed within 15 business days of the receipt of the Complaints and Appeals form, depending on complexity of the complaint.
 - Procedural fairness is upheld at all stages:
 - Both parties can present evidence
 - Conflict of interest is avoided
 - The complainant (and support person if required) will be invited to attend a meeting to discuss at no cost to them. This meeting is to be conducted by the Compliance Manager or the delegated staff for non-academic complaints and the Academic Manager for academic complaints.
 - The City College must provide a written outcome of the complaint/investigation to the complainant and the CEO within 15 business days of receipt of the formal complaint or earlier if practicable.

Appeals Management System

- **Appeal Rights and Scope**
 - If the complainant is not satisfied with the outcome of the complaint resolution process, they may appeal. Appeals may also be made for decisions relating to:
 - Assessment outcomes
 - Disciplinary actions
 - Fee or refund disputes
 - Any other decision adversely affecting them
 - Appeals must be lodged via the Complaints and Appeals Form within 10 business days of the outcome/ decision.
 - If a complaint or appeal is not resolved internally, students may access an external body such as the Overseas Students Ombudsman (www.ombudsman.gov.au) at no cost.
- **Appeal Handling Process**
 - Appeals will ordinarily be investigated by the Chief Executive Officer / delegated Officer and must be acknowledged within 5 business days of receipt of the Complaint and Appeals Form.

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- The Chief Executive Officer / delegated Officer can request further information and evidence as required conducting the appeal.
- The appeals process is completed, and resolution is reached within 15 business days unless extended for valid reasons.
- Procedural fairness is observed.
- The outcome of the appeal is provided in writing to the appellant within the 15 days.
- If the appeal is not resolved internally, the student may:
 - Access an external resolution body (e.g. Ombudsman).
- Where a student has lodged an appeal against a decision to report them for course progress or non-compliance with student written agreement, City College will not report the student until the appeal process, including external appeals (where applicable), is completed.

Documenting and Communicating Outcomes

- All complaints and outcomes are recorded in the Complaints & Appeals Register.
- If the internal complaint or appeal process results in a decision that supports the complainant, City College will implement any decision and/or corrective and preventative action required.
- Written outcome is provided to all involved parties, with reasoning and resolution steps within the given timeframe.

Continuous Improvement

- Complaints and Appeals are reviewed quarterly by the Compliance Manager to identify systemic issues.
- Improvement actions are recorded in the Continuous Improvement Register.

Responsibilities

CEO: Makes final internal decisions on complex complaints and appeals.

Compliance Manager: Oversees complaints/appeals systems, ensures procedural fairness as well as timeliness. Ensures alignment and compliance with legislative and regulatory requirements, and reviews complaints and appeals to guide continuous improvement.

Academic Manager: Assist Compliance Manager or Delegated Officer in handling academic complaints and appeals. Provide evidence for assessment-related appeals if required.

Student Support Officer: Assist students in submitting feedback, complaints or appeals.

All Staff: Act reasonably and maintain confidentiality in finding resolution for any informal complaints and feedback received and participate fairly in investigations.

Supporting Documents

- Orientation Presentation (Refer Diversity, Inclusion and Cultural Safety)
- Student Handbook (Refer Diversity, Inclusion and Cultural Safety)
- Complaints and Appeals Form
- Complaints and Appeals Register
- Feedback Form
- Feedback Surveys
- Continuous Improvement Register

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Related Policies

- QA 2.1 Students Information Policy and Procedures
- QA 2.6 Student Wellbeing Support Policy and Procedures
- QA 4.4 Continuous improvement Policy and Procedures

Operational Procedure Table: Feedback, Complaints and Appeal

Action	Responsible Staff	Supporting Document	Timing/Frequency	Compliance Mapping (Clause 7)
Explain access to complaints and appeals processes	Student Support Officer	Student Handbook, Website, Student Written Agreement	At orientation and ongoing	Standard 6 & 10
Provide access to student support or support person	Student Support Officer	Support Services Information	As needed	Standard 6
Culturally appropriate support for First Nations students	Student Support Officer	Support Referral Records	As needed	Standard 6
Receive feedback or complaints	All Staff / Student Support Officer	Complaints & Appeals Form	Ongoing	Standard 2.7
Acknowledge complaint and forward to Compliance Manager	Student Support Officer	Complaints & Appeals Register	Within 5 business days	Standard 2.7(b)
Investigate complaint ensuring procedural fairness	Compliance Manager / Academic Manager	Investigation Notes	Within 15 business days	Standard 2.7
Meeting with complainant	Compliance Manager / Academic Manager	Meeting Notes	As needed	Standard 2.7
Provide written outcome of complaint	Compliance Manager	Written Outcome Letter	Within 15 business days	Standard 2.7
Allow appeals on decisions	BDM / Compliance Manager	Complaints & Appeals Form	Within 10 business days	Standard 10

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Acknowledge appeal	Compliance Manager	Appeal Documentation	Within 5 business days	Standard 10
Complete appeal investigation	BDM / Compliance Manager	Investigation Records	Within 15 business days	Standard 10
Provide written appeal outcome	Compliance Manager / Academic Manager	Written Appeal Outcome	Within 15 business days	Standard 10
Support external appeals access	Student Support Officer	External Referral Information	As required	Standard 10
Record all complaints and appeals	Compliance Manager	Complaints & Appeals Register	Ongoing	Standard 2.7 & 2.8
Implement corrective or preventative action	Compliance Manager	Continuous Improvement Register	As needed	Standard 2.8
Quarterly review for systemic issues	Compliance Manager	Quarterly Review Report	Quarterly	Standard 2.8

Document History / Version Controls

Document Code	QA 2.7 & 2.8		
Version	Approval Date	Nature of Amendment	Approved By
1.0	1 st July 2025	1. New Policy and Procedure introduced as per Revised ASQA standards 2025	CEO
1.1	20 Nov 2025	1. Reviewed Roles and Responsibilities as per Organisation Chart 2. Operational Tables were reviewed and updated in consultation with the HOD	Compliance Manager

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