Students Complaints and Appeals Policy

Purpose

The purpose of this policy is to ensure that **all student complaints and appeals are managed fairly, promptly, and without bias**, and that students are provided with **clear, accessible information** about how to submit a complaint or appeal. Insight Training uses the outcomes of complaints and appeals to improve the quality of its training, assessment, support, and services as part of its **continuous improvement system**.

Scope

This policy applies to **current and prospective students** of Insight Training and covers both **academic and non-academic complaints and appeals**, including matters relating to:

- training and assessment practices
- learner support and services
- privacy, conduct, or treatment by staff or third-party providers
- enrolment or administrative decisions
- assessment outcome decisions

Third-party arrangements: This policy applies equally to services delivered by any organisation acting on behalf of Insight Training.

All non-student complaints are managed under Insight Training's please go to this link : Complaints and Appeals Form

Definitions

Complaint
A complaint is a formal expression of dissatisfaction by a student, staff member, or stakeholder with any aspect of services, training, assessment, or treatment provided by Insight Training, or by a third party delivering services on its behalf.

Complainant
A complainant is any student, or stakeholder who has lodged a complaint with Insight Training.

Appeal
An appeal is a formal request for a review of a decision or outcome made by Insight Training or its third parties, including (but not limited to) assessment results, enrolment, disciplinary actions, or any official determination.

Appellant
Appellant is any student, staff member, or stakeholder who has lodged an appeal with Insight Training regarding a decision or outcome that affects them.

Policy

Insight Training is committed to fostering a positive, inclusive, and supportive learning environment where all students are treated fairly and concerns are managed transparently. To uphold this commitment, Insight Training provides a complaints and appeals process that is accessible, equitable, confidential, and free from victimisation or bias. This policy ensures that any complaint or appeal relating to Insight Training's services, training, assessment, support, or conduct whether delivered directly or through a third-party partner is managed in a timely and impartial manner, with clear communication and appropriate support offered to the student throughout the process.

Insight Training will maintain current and accurate external dispute resolution contact information, including details for the National Training Complaints Hotline, and will publish these details in the Student Handbook, on the official website, and in relevant complaints and appeals documentation to ensure students can access external review options whenever required.

Insight Training will ensure that all complaints and appeals are reviewed impartially and responded to in writing within 10 business days of receipt. Where a matter is complex and requires additional investigation, the student will receive written updates, including the reasons for any delay, until the case is finalised. An impartial reviewing officer will be assigned by the CEO to ensure procedural fairness, and if escalation is required, the CEO will provide a final independent review and determination.

All submissions, evidence, communications, decisions, and outcomes will be recorded and securely stored in Insight Training's official complaints management system to ensure transparency, accessibility, and continuous improvement, with records maintained in accordance with privacy obligations.

Responsibility

Campus Manager is responsible for the effective implementation of this policy and procedure, including:

- Ensuring all staff are fully inducted and regularly trained in the complaints and appeals policy and procedure, with demonstrated understanding of fair and impartial handling.
- Ensuring all students and stakeholders are clearly informed of the policy's existence, their rights, and how to access the complaints and appeals process through publication, orientation, and ongoing support.
- Monitoring compliance with timelines, confidentiality, and procedural fairness at all stages.
- Providing impartial review of allocated (Stage 1) complaints and appeals, ensuring fair and transparent resolution.

The CEO is responsible for:

- Providing impartial review of escalated (Stage 2) complaints and appeals, ensuring fair and transparent resolution.
- Approving and overseeing the publication and annual review of the complaints and appeals policy and all associated external agency contacts.
- Ensuring implementation of any recommendations arising from external agencies within 30 days and communicating outcomes to all relevant parties.

- Leading a culture of continuous improvement by requiring regular analysis of complaints and appeals trends.

The Compliance Officer is responsible for:

- Recording all complaints and appeals and their outcomes in the Continuous Improvement (CI) register.
- Preparing quarterly reports to management on complaints and appeals trends, root causes, and improvement actions.
- Assisting with regular review and update of external agency contacts and legislation referenced in this policy.

General principles

- All complaints and appeals shall be acknowledged and progressed promptly. A provisional written response will be provided within 10 business days. Where circumstances are more complex and require additional time, the complainant or appellant will receive written updates, including reasons for the delay, with regular communication maintained until the case is finalised.
- The complainant, appellant, and any respondent will have the opportunity to present their case at each appropriate stage of the procedure.
- The complainant, appellant, and respondent may be accompanied or assisted by a nominated third party (such as a family member, friend, or counsellor) throughout the procedure.
- No complainant, appellant, or respondent shall be subject to discrimination or victimisation as a result of lodging or being involved in a complaint or appeal.
- Discussions, decisions, and actions taken in relation to complaints and appeals will be documented in writing.
- Records of all complaints and appeals will be retained for a period of five years and be treated as strictly confidential, in accordance with applicable privacy legislation.
- All formal complaints and appeals are to be documented in the Continuous Improvement Register and reported to the CEO.
- Identified improvement actions are to be reported to the Campus Manager using the Continuous Improvement Log, for recording and monitoring purposes.
- Complainants and appellants are entitled to access Stage One and Stage Two of the complaints and appeals process at no cost.

Before an issue becomes a formal complaint or appeal

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are staff available to assist the resolution of issues at this level. Please note that it is not mandatory for complainants to raise a complaint informally.

In the event of an assessment being deemed Not Yet Competent, students are provided two opportunities to resubmit their assessments. Students should, wherever possible, try resolve concerns or difficulties with their Assessor at this time.

Formal complaint or appeal

If the concern cannot be resolved informally, students may lodge a formal complaint or appeal through Insight Training's online form available in the Student Handbook.

Students can submit a complaint or appeal by completing the online form using the link below and attaching any relevant evidence or documentation to support their case:

🔗 **Submit a Complaint/Appeal**

Complaints and Appeals Form

-

Once submitted, students will receive an acknowledgement email confirming receipt. Insight Training will provide a written outcome within 10 business days, or updates where additional time is required due to complexity.

External Review Options

If you are unsatisfied with the outcome of the CEO's decision following Insight Training's internal complaints and appeals process, you have two external options for further review:

Option 1 – National Training Complaints Hotline (NTCH)

You may lodge a complaint with the **National Training Complaints Hotline**, a national referral service for training-related concerns.

Phone: 13 38 73, Monday–Friday, 8am to 6pm (nationally)

Online Form: www.dewr.gov.au/national-training-complaints-hotline

- The National Training Complaints Hotline is a referral service and does not investigate complaints directly. Instead, your complaint will be forwarded to the most appropriate agency, authority, or jurisdiction for consideration. The National Training Complaints Hotline offers the Translating and Interpreting Service and National Relay Service for accessibility.
- Insight Training agrees to be bound by and implement any recommendations arising from an external review within 30 days of receipt.
- Timeframes for external review completion may vary according to the complexity of the complaint or appeal. All parties will be kept informed of progress and outcomes.

Option 2 – External Mediation (Resolution Institute)

If you remain unsatisfied after the internal process, you may request **independent external mediation**. Insight Training engages the **Resolution Institute** as an approved mediation provider to ensure fair and impartial dispute resolution.

Resolution Institute

Phone: (+61) 02 9251 3366
Website: https://resolution.institute/

The Resolution Institute provides accredited mediators who can facilitate an impartial review of the matter. Students may contact the Resolution Institute directly to discuss mediation services or lodge a request for external review.

Publication

This Student Complaints and Appeals Policy will be made available to students and those seeking to enrol with Insight Training through publication on the website (Insight Training)and within the Student Handbook.

Responsibility

- Chief Executive Officer (CEO)
- Campus Manager
- Compliance Officer

Legislation / Contracts

- SRTO2025– Outcome Standards -2.7-2.8
- Department of Training and Workforce Development
- National Vocational Education and Training Regulator Act 2011

Related Policies and Documents

- Continuous Improvement Policy
- Student Enrolment Policy
- Assessment Policy
- Access and Equity Policy
- Student Handbook
- Third-Party Arrangements Policy