

## **Feedback, Complaints, and Appeals Management Policy and Procedure**

### **Purpose**

Australasian Centre for Work Education Pty Ltd (ACWE) is committed to ensuring feedback, complaints, and appeals are handled professionally, confidentially, and in a timely manner. This policy ensures procedural fairness for all stakeholders while fostering continuous improvement of services.

### **Scope**

This policy applies to students, trainers, facilitators, administration officers, directors, and third-party providers where applicable.

### **Feedback and Complaints Management**

ACWE operates a structured complaints system to allow complaints and feedback regarding the organisation, staff, or third-party providers, ensure all parties are treated fairly, provide clear timeframes for resolution, and offer avenues for further action if a complaint is unresolved.

### **Complaints Process**

- Complaints must be submitted in writing using the Complaints and Appeals Form
- Complaints will be acknowledged within five business days
- The RTO Management team will assess and investigate the complaint within ten business days
- If resolved, a formal written outcome will be provided within 60 calendar days
- If unresolved, an independent third-party mediator may be engaged, with costs shared between ACWE and the complainant
- If still unsatisfied, the complainant may escalate the issue to ASQA
- Complaints and resolutions will be recorded securely and discussed in management meetings for continuous improvement

### **Appeals Management**

ACWE provides a fair and accessible appeals system to allow students to appeal decisions affecting them, including assessment outcomes.

### **Appeals Process**

- Appeals must be submitted in writing using the Complaints and Appeals Form
- Appeals will be acknowledged within five business days
- The RTO Management team will review and investigate the appeal within ten business days
- If resolved, a formal written outcome will be provided within 60 calendar days
- If unresolved, an independent review may be requested at no or low cost to the appellant
- Students may escalate the matter to ASQA if dissatisfied with the outcome
- Appeals and resolutions will be securely stored and used for continuous improvement

## Continuous Improvement

- Complaints and appeals data will be reviewed regularly to identify patterns and inform policy updates
- Staff will be trained in procedural fairness and best practice
- Information on feedback, complaints, and appeals processes will be publicly available to all students and stakeholders

## Responsibilities

| Role                     | Responsibility                                                                                  |
|--------------------------|-------------------------------------------------------------------------------------------------|
| CEO / Director           | Ensure strategic oversight and policy implementation.                                           |
| Trainers & Assessors     | Remain open to feedback and support complaints and appeals relating to training and assessment. |
| Student Support Officers | Provide guidance, support, and respond to feedback, complaints and appeals.                     |
| Students                 | Provide feedback or complain free of bias and apply for appeal free of bias.                    |

## Review and Evaluation

This policy is reviewed annually by the Compliance Manager and approved by the CEO to ensure it remains current and effective.