

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

1. Purpose

The purpose of this policy is to ensure that Australian College of Management and Innovation 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, Australian College of Management and Innovation 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 Australian College of Management and Innovation's broader commitment to student wellbeing, equity, and quality assurance.

2. 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.

3. Scope

This policy applies to:

- All VET students enrolled or intending to enrol or formally enrolled at Australian College of Management and Innovation.
- All employees, contractors, third-party service providers, and stakeholders.
- All decisions made by Australian College of Management and Innovation 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.

4. Policy Statement

Australian College of Management and Innovation 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 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, Australian College of Management and Innovation 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 Australian College of Management and Innovation.

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

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