

## FEEDBACK, COMPLAINTS AND APPEALS POLICY

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| Policy Name   | Feedback, Complaints and Appeals Policy                       |
| Quality Area  | VET Student Support — Quality Area 2                          |
| SRTO 2025     | Standards 2.7, 2.8                                            |
| National Code | Education and Training to Overseas Students 2018, Standard 10 |
| Version       | 2.0                                                           |
| Last Reviewed | May 2026                                                      |
| Approved By   | Chief Executive Officer                                       |

### 1. Purpose

At SKILLS CLICK PTY LTD we are committed to providing a pleasant and safe work environment for all Staff (employees, contractors, third party providers) and Clients (students, visitors). We acknowledge, however, that things do not always go smoothly and that Staff and Clients can sometimes feel aggrieved.

Staff may have a complaint and/or appeal about a decision, behaviour, act or omission (whether by management, staff, client or third parties) that they feel is unfair, discriminatory or unjustified. Clients may have a complaint and/or appeal about information, resources or services with which they have been provided.

The Complaints and Appeals Procedure provides a process by which a staff member or client may have their complaint and/or appeal addressed.

The following are the key elements of the SKILLS CLICK PTY LTD Complaints and Appeals handling procedure:

- **Availability** – This policy and the associated procedure and forms will be publicly available.
- **Impartiality** – Complaints and appeals will be investigated fairly and impartially. No action will be taken until the investigation is complete. If a complaint is made against an employee, their rights will be protected and they will be given an opportunity to respond.
- **Confidentiality** – SKILLS CLICK PTY LTD will maintain the level of confidentiality required by the complainant throughout the process.
- **Victimisation** – Management will make every endeavour to ensure that a complainant is not victimised in any way. If any form of victimisation occurs, appropriate action will be taken.
- **Timeliness** – Every endeavour will be made to finalise all complaints and appeals within 25 working days. Where circumstances outside SKILLS CLICK PTY LTD's control cause this to be exceeded, all parties will be notified with a revised outcome date.

### 2. Policy Principles

In managing complaints and appeals, SKILLS CLICK PTY LTD will ensure that:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- This policy is publicly available via the SKILLS CLICK PTY LTD website.
- There is a clear procedure for making a complaint or appeal.
- Complaints and appeals are treated seriously and dealt with promptly, impartially, sensitively and confidentially.

- Complaints will be resolved on an individual case basis as they arise.
- All clients and staff have the right to express a concern or problem and/or lodge a complaint or appeal if they are dissatisfied with the services or conduct of staff, learners or third parties.
  - All complaints and appeals should be lodged as soon as practicable after the incident occurring, and no later than 20 working days from the date the complainant became aware of the issue.
  - All complaints and appeals are to be acknowledged in writing within 3 working days of submitting the Complaints and Appeals Lodgement Form. Processing will commence within 10 working days of receipt. If within reasonable circumstances, the matter will be finalised within 25 working days.
  - The complaint/appeal resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
  - The rights of the complainant/appellant and respondent will be acknowledged and protected throughout the process, including through the conduct of separate interviews initially. Students are entitled to be accompanied by a support person of their choice at any appeal hearing or formal complaint meeting.
  - In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
  - Final decisions will be made by the CEO/Operations Manager of SKILLS CLICK PTY LTD or an independent party to the complaint.
- The complaint/appeal resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
  - If the Complaints and Appeals process fails to resolve the matter, or the complainant/appellant is not satisfied with the outcome, the matter will be referred to an independent third party for review at the request of the complainant/appellant. All costs incurred for the third party review will be advised to the complainant/appellant in advance.
  - If the complaint or appeal will take in excess of 25 working days to finalise, SKILLS CLICK PTY LTD will inform the complainant in writing of the new expected outcome date and provide regular progress updates.
  - Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.
  - SKILLS CLICK PTY LTD will maintain the student's enrolment while an internal or external appeal is in progress, unless exceptional circumstances apply (such as a risk to health and safety).
  - All complaints and appeals will be handled as Staff-in-Confidence and will not affect or bias the progress of the client in any current or future training.

### 3. Types of Complaints

A complaint may include allegations or issues involving:

- SKILLS CLICK PTY LTD, its trainers, assessors or other staff; or
- A third party providing services on behalf of SKILLS CLICK PTY LTD; or
- A learner of SKILLS CLICK PTY LTD; or
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

### 4. Types of Appeals

Valid grounds for an appeal against an assessment decision (where the client believes the assessment decision is

incorrect) may include the following:

- The judgement as to whether competency has been achieved was made incorrectly;
- The judgement was not made in accordance with the Assessment Plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency; or
- Appeal against a complaint outcome to the CEO for review.

## 5. Process (Complaints and Appeals)

If a staff member or client has a complaint, they are encouraged to speak immediately with an available staff member or Student Support Officer to resolve the issue informally. If the complainant is not satisfied with the outcome, they will be asked to complete a Complaints Lodgement Form to lodge a formal complaint. SKILLS CLICK PTY LTD will then investigate the complaint and advise the complainant of the outcome within 25 working days where possible.

All complaints and appeals shall follow the process below:

- Complaints and appeals are to be made in writing as soon as practicable, and no later than 20 working days from the date the complainant became aware of the issue, using the Complaints and Appeals Lodgement Form.
- A submitted Complaints and Appeals Lodgement Form will constitute a formal complaint/appeal from the client or staff. Further detail may be provided verbally.
- The Operations Manager must be informed immediately by the receiving team member upon receipt of any complaint or appeal.
  - The CEO may delegate responsibility for the resolution of the complaint at any time.
  - In the case of a complaint, the CEO/Operations Manager will initiate a transparent, participative investigation to identify the issues.
- In the case of an appeal related to an assessment judgement, the Operations Manager in liaison with the Training Manager/Coordinator will initiate a review of the assessment judgement.
- Complaints will be processed in accordance with the Complaints flowchart — Annex A.
- Appeals will be processed in accordance with the Appeals flowchart — Annex B.
  - Complaints and appeals, where possible, are to be resolved within 25 working days of the initial application.
- If the resolution process takes longer than 25 working days, all parties must be notified in writing of the reasons and a new timeframe provided.
- In all cases, the final conclusion will be assessed by the CEO or any appointed staff member.
- The client/staff will be advised in writing of the outcome of their complaint within 7 days of resolution.
- If the outcome is not to the satisfaction of the client, they may seek an appointment with the CEO.
- If the complainant/appellant is still not satisfied with the outcome, they will be provided with information on the relevant external review body:
  - Overseas Students Ombudsman (international students): [www.ombudsman.gov.au](http://www.ombudsman.gov.au) — Phone: 1300 362 072
  - NSW Ombudsman: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
  - WA Ombudsman: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)
  - ASQA (training quality complaints): [www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints)
- If a client is not satisfied with the decision, they have the option to seek outside assistance to pursue the complaint.

## 6. Feedback and Improvement

All staff and clients have the opportunity to provide feedback to the Management Team/Student Support Team on how to improve their experience at SKILLS CLICK PTY LTD. This is achieved through regular informal meetings with staff and through verbal or annual feedback from clients via online survey.

In addition, management reviews the Complaints and Appeals Register and Continuous Improvement Register on a quarterly basis to identify areas for improvement.

## 7. Records Management

Records of all complaints and appeals and their outcomes are maintained securely. Records will include:

- How the complaint/appeal was dealt with;
- The outcome of the complaint/appeal;
- The timeframes for resolution;
- The potential causes of the complaint/appeal; and
- The steps taken to resolve the complaint/appeal.

All documentation from the Complaints and Appeals process is maintained in accordance with the Records Management Policy.

## 8. Annex A — Complaints Process

### ANNEX A: COMPLAINTS PROCESS

#### Step 1 — Informal Resolution

The complainant raises the concern informally with the relevant staff member or Student Support Officer. The staff member attempts to resolve the matter immediately.

#### Step 2 — Formal Complaint

If unresolved informally, the complainant completes a Complaints and Appeals Lodgement Form as soon as practicable (and within 20 working days of becoming aware of the issue) and submits it to the Administration office.

#### Step 3 — Acknowledgement

SKILLS CLICK PTY LTD acknowledges receipt of the formal complaint in writing within 3 working days. Processing commences within 10 working days of receipt. The Operations Manager is notified immediately.

#### Step 4 — Investigation

The CEO/Operations Manager initiates a transparent investigation. Both the complainant and respondent are interviewed separately. The investigation is conducted impartially and confidentially.

#### Step 5 — Outcome

The complainant is advised in writing of the outcome within 7 days of resolution and within 25 working days of the original lodgement where possible.

#### Step 6 — Escalation

If the complainant is dissatisfied with the outcome, they may escalate to the CEO. If still unresolved, the complainant is referred to the relevant external body (see Section 5).

## 9. Annex B — Appeals Process

### ANNEX B: APPEALS PROCESS

**Step 1 — Informal Appeal**

The appellant raises the concern informally with the relevant assessor or trainer. The trainer/assessor considers the grounds and responds.

**Step 2 — Formal Appeal**

If unresolved informally, the appellant completes a Complaints and Appeals Lodgement Form within 20 working days of the assessment decision and submits it to the Administration office.

**Step 3 — Acknowledgement**

SKILLS CLICK PTY LTD acknowledges receipt of the formal appeal in writing within 3 working days. Processing commences within 10 working days of receipt. The Operations Manager is notified immediately.

**Step 4 — Review**

The Operations Manager, in liaison with the Training Manager/Coordinator, initiates a review of the assessment judgement. A different assessor may be appointed to conduct a re-assessment where appropriate.

**Step 5 — Outcome**

The appellant is advised in writing of the outcome within 7 days of resolution and within 25 working days of the original lodgement where possible. The student's enrolment is maintained throughout the appeal process.

**Step 6 — Escalation**

If the appellant is dissatisfied with the outcome, they may escalate to the CEO. If still unresolved, the appellant is referred to the relevant external body including the Overseas Students Ombudsman for international students: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)