



Complaints and Appeals Policy and Procedure

(2025 Outcome Standards Aligned – Standards 2.7 & 2.8)

Purpose

This policy ensures that complaints, feedback and appeals are managed in a fair, transparent, timely and accessible manner and that outcomes are used to inform continuous improvement across the Registered Training Organisation (RTO).

Policy Statement

The RTO provides a publicly available and easily accessible complaints and appeals system. This system:

- Ensures procedural fairness and natural justice.
- Supports VET students to lodge complaints and appeals without disadvantage.
- Uses outcomes to identify root causes, monitor trends and improve services.
- Maintains secure and accurate records.

Access and Availability

Information is published on the website, student handbook and at induction.

Students are informed of timeframes, support options and independent review rights.

Lodgement Options

In person, phone, email, online form or written form. All informal complaints are recorded in the register.

Timeframes

Acknowledgement within 5 working days. Outcome within 60 calendar days with updates if delayed.

Support for Students

Assistance with forms, LLN support, wellbeing support and access to a support person.

Continuous Improvement

Data is analysed for trends, root causes identified and improvements implemented and recorded in the quality system.

Records Management

The register includes:

- Reference number
- Date received and resolved
- Nature of complaint/appeal
- Outcome
- Communication to parties
- Corrective action
- Continuous improvement link

Review

This policy is reviewed as part of the departments ongoing self-assurance cycle.

RTO Details

RTO Name: Trinity Lutheran College RTO

Responsible Officer: RTO Manager

Approved by: Chief Executive Officer / Principal

Review Cycle: Annually as part of the self-assurance process