

RTO Feedback, Complaints and Appeals **Policy**

Purpose

selectability Training encourages and actively seeks feedback from students, advocates, employees, members of the public, industry, or any other entity. We welcome comments and suggestions for improvement and treat complaints seriously. All feedback and complaints that are raised will be addressed in a way that ensures access, equity, fairness, accountability and transparency. Compliments, feedback and complaints are an integral part of quality improvement and are a valuable resource for evaluating strengths and weaknesses in new and existing policies, systems, and services at selectability.

All feedback received is read, summarised and analysed and is added to the Feedback, Complaints & Appeals Register, and, where appropriate, entered into our Quality Improvement Register.

This policy ensures that selectability compliments, complaints and other feedback management system:

- allows any person to make a complaint or provide feedback easily
- facilitates feedback and complaints by cultivating a supportive environment in which the community can have confidence that their feedback or complaint will be addressed
- is simple, accessible and easy to use
- is effectively communicated and promoted to all recipients and stakeholders
- ensures complaints or appeals are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements and standards

Scope

This Policy applies to all employees, contractors, recipients and others affected by our service delivery. It applies to all feedback and complaints regardless of origin, medium, or content.

Complaint is defined as an expression of dissatisfaction about the standards of service, actions or lack of actions by selectability or its employees or anybody directly involved in the delivery of our work. Complaints could include, but are not limited to, the following:

- a criticism relating to the quality of training delivery
- dissatisfaction from a student, their family or advocate in the way we managed or provided training and assessment
- a concern about the standards of service provided by selectability employees, contractors, suppliers or others acting on behalf of selectability Training.

What isn't a complaint?

The below are generally not registered as a complaint although should be recorded within the student's record as a documented discussion:

- request for contact from a trainer. However, a repeat request for contact may be a complaint about inaction or delay to service.
- asks for an update on training outcome. However, some repeat requests for updates may be complaints about inaction or delay.
- asks for information about, or an explanation of, policies or procedures.

Feedback is information offered in relation to our training, assessment, activities or performance with the view to improve our services. Feedback may:

- be general in nature (for example outlining a barrier or limitation to our offering)
- be neutral or positive (compliments)
- suggest improvements

Feedback and complaints can be made by an individual who enquires about training with selectability Training, a student enrolled with selectability Training, a member of the public, advocacy group, government or other entity.

Compliment is an expression of praise, encouragement or gratitude about a service that is funded, regulated or provided. It may be about an individual employee, a team or a service.

Appeal is a formal process of requesting a review of a decision by selectability Training or Third Party working on our behalf. For example, an appeal may be about admission to or exclusion from a course, or an assessment decision.

Not within scope of this policy

selectability employees have a separate avenue for raising concerns or providing feedback and should refer to the Human Resource Management Policy, particularly for:

- any concerns or misconduct as defined in the whistleblower policy
- complaints by employees about other employees or a personal work-related grievance which are covered within grievance process.

Policy

selectability Training upholds peoples' right to provide feedback on their experience, offer suggestions for improvement, lodge a complaint or to appeal against a decision made by the organisation. selectability encourages and actively seeks feedback from students, advocates, employees, members of the public or any other entity. All feedback and concerns that are raised will be addressed in a way that ensures access and equity, fairness, accountability, and transparency.

selectability Training recognises that feedback and complaints are an integral part of quality improvement systems and a valuable resource for evaluating strengths and weaknesses in new and existing policies, systems, and services. They can be used to identify both local and complex problems across selectability and to improve our programs, services, events, communications, and activities.

Guiding Principles

An effective feedback, compliment and complaint handling system addresses the principles of visibility and accessibility, responsiveness, assessment and investigation, feedback, improvement focused and service excellence.

selectability Training enables feedback, complaints and appeals by:

- providing a free, accessible, safe and supportive feedback, complaints and appeals process that provides procedural fairness for all complainants
- ensuring that people know that they have the right to make a complaint, and they will not experience any detriment or reprisals as a result of making a complaint
- providing information about where to lodge feedback, compliment or complaint, how to make a complaint and how complaints will be managed, including lodging an appeal or referring complaints to external agencies
- providing information about what can or cannot be achieved by a complaints process, and assisting anyone who wishes to make a complaint
- ensuring that personal information that identifies individuals will only be disclosed or used as permitted under selectability Privacy and Confidentiality Policy and relevant legislation
- adopting feedback, complaints, and appeals management practices that are culturally responsive and safe
- ensuring that complainants have the right to be supported by a friend, trusted adult, an advocate, an interpreter, a community Elder or independent entity
- ensuring that complaints can be made anonymously, with complainants advised of the limitations of an anonymous complaint
- ensuring that all selectability recipients, employees and Board Members are provided with information about selectability's compliments, feedback, complaints and appeals management system as part of their induction and are aware of procedures for managing feedback and complaints.

selectability manages feedback, complaints, and appeals by:

- welcoming and encouraging feedback on all selectability care services, activities and functions and ensuring any person who wishes to make a complaint can do so
- treating all complaints and feedback seriously and respecting the time and effort put into providing feedback to selectability
- ensuring that complaints raised about individual employees are handled in a way that recognises both peoples' rights to raise concerns as well as an employees' right to feel safe, supported and respected in the workplace
- responding to complainants in a respectful, fair and objective way
- adhering to selectability's Open Disclosure Policy where applicable
- responding to complaints within a reasonable time. Generally, complainants will receive a receipt of acknowledgement within five (5) working days of submitting their complaint, and complaints will be resolved within 20 days after receipt of acknowledgement
- monitoring the progress of complaints through a central register and communicating with complainants about the progress of their complaint
- ensuring a recipient's safety, wellbeing and best interests is paramount including being culturally responsive and safe.
- managing complaints with due consideration for actual, perceived or potential conflicts of interests
- providing a clear explanation of the outcome of a decision, any recommendations, review options including appeals, and any available external review mechanisms
- ensuring employees have the right to feel safe and respected in the workplace
- escalating complaints related to potential issues of risk of harm to other students,

- care recipients or employees to line managers and Executive Managers
- escalating complaints and appeals to appropriate external bodies, as required, under relevant standards and legislation.

Assessment and Investigation

The compliments and complaints management process includes mechanisms to:

- assess complaints for severity, safety, complexity, impact and the need for immediate action
- collect adequate and appropriate information
- protect the privacy and confidentiality of the information
- determine who and at what level the complaint should be dealt with
- enable complaints to be considered independently, fairly and objectively.

Feedback

The compliments, complaints and appeals management process provides mechanisms and strategies to:

- explain what happened and why, what will be done to fix the issue, and who will do it, how we will communicate our progress and how we will check things are on track
- explain the reasons for the decision
- provide an apology where the organisation has failed to meet its service obligations
- where an apology is provided, ensure it is sincere, and accepts responsibility for what occurred and the impact
- explain the circumstances without making excuses, and summarise the key actions that will be taken
- provide regular updates to the complainant if the resolution is delayed
- rectify a decision if an appeal is justified
- notify the complainant of alternative complaint resolution pathways and review mechanisms
- follow up with complainants to determine the effectiveness of the outcome, where appropriate.

Compliment, Complaint, and Appeals Management Process

The compliment, complaint and appeals management process can be simplified into five steps:

1. Receive
2. Record
3. Acknowledge
4. Resolve
5. Communicate resolution

See the RTO Feedback, Complaints and Appeals Procedure for how this process is implemented.

Improvement Focused

The complaint management system will provide mechanisms and strategies to gather and record feedback and other information to:

- meet any statutory, policy or procedural reporting requirements,
- analyse the complaint data and identify complaint trends for performance improvement,
- monitor the time taken to resolve complaints,
- utilise learnings as a continuous quality improvement approach.

The RTO Manager and the Quality and Compliance team will analyse complaints data to identify systemic issues and trends that can be used to implement continuous quality improvement practices. Where appropriate, the information will be made available to relevant staff to improve

our services.

Evaluation of the feedback, complaints and appeals management system

It is the responsibility of the Finance, Audit and Risk Committee to review the effectiveness of the feedback and complaints management system including regular evaluation of:

- compliance with this policy and the RTO Feedback, Complaints & Appeals Procedure
- the accuracy and effectiveness of complaints capture, recording and internal reporting
- the time taken to manage and resolve complaints
- the correctness of complaints outcome recording
- monitoring trends and implementation of actions following investigation of feedback and complaints.

Roles & Responsibilities

<p>All employees</p>	<ul style="list-style-type: none"> • identify and respond effectively to complainant providing support and communicating in alignment to their needs and preferences • treats complainants with respect and courtesy • follows all complaint management reporting, policy and procedural requirements • all employees are to escalate: <ul style="list-style-type: none"> - unresolved complaints - complaints that fall outside the employee’s delegation or expertise - involves serious allegations, complex issues or other employees - complaints likely to result in disciplinary actions - complaints received from governing bodies requiring organisational response • participate in complaint management training relevant to role
<p>Trainers / Assessor</p>	<ul style="list-style-type: none"> • explain the feedback, complaints and appeals system to students • monitor interactions with students for potential feedback • encourage students to provide feedback on RTO services, including training, assessment (tools and process), and industry relevance • implement quality improvements into training and assessment strategies, training, assessment, and the training environment
<p>RTO Administrator</p>	<ul style="list-style-type: none"> • support the feedback, complaints, and appeals process • facilitate resolution and satisfaction of complainant on closure of the complaint • monitor feedback registers and continuous improvement registers to ensure tracking and completion of identified feedback and complaints
<p>RTO Manager</p>	<ul style="list-style-type: none"> • review complaints and ensure complaint outcomes are actioned • close low-level complaints – rated as insignificant and minor after attending to investigation • facilitate resolution and satisfaction of complainant on closure of the complaint • ensures that employees are aware of the system and the benefits of complaints • reports to the CFO actions and decisions undertaken • reports to employees concerns and learnings identified in complaints
<p>CFO</p>	<ul style="list-style-type: none"> • review progress of unresolved complaints and manage moderate or higher complaints • ensures monitoring data is recorded and available for senior management and board to review

	<ul style="list-style-type: none"> • share learnings with the team to improve quality of service • apply remedies to reduce ongoing occurrence • liaise with person, external bodies or advocates • ensures that the system is implemented • ensure employees are trained in the complaint management process • ensures that employees and the public can easily assess the policy • approves the policy and its review schedule • establishes a process for monitoring, evaluating and reporting on the complaint management systems performance • reports to the CEO and board about the system's operation • identifies and allocates the resources needed for an effective system • shares and reports learnings, trends, concerns identified through complaints • implements and maintains the system, including employee recruitment, training and guidance and technology implementation • implements internal and external escalation procedures for unresolved complaints
CEO	<ul style="list-style-type: none"> • sets and meets key performance indicators • develops and promotes awareness about the complaint management policy and procedures within selectability • ensures that the public can easily access and understand the policy • ensures a process for escalating any significant complaint or systemic issues identified through complaints • ensures a process for regular reporting to the governing body

Terms and Definitions

Accessibility	How available a service or system is to as many people as possible. This includes how easy it is for people from diverse backgrounds to provide feedback, compliments or complaints.
Complaint	A statement made by a recipient, student, visitor or stakeholder of the organisation that something is unsatisfactory or unacceptable. This includes services, communications, employees, complaint management, training, learning materials, assessment, the assessment process, other students, learning and assessment environment, etc. People may complain to selectability or a third party and explicitly or implicitly expect a response or resolution.
Complainant	The person or organisation that complains, including recipients or their advocates, a stakeholder, a contractor or a member of the public.
Complaint management	The process of managing the complaint when complaints are received by the organisation from an unsatisfied person.
Continuous Improvement	The ongoing process of using feedback insights and data to improve program administration, service delivery and complaint management processes. Organisations can draw on complaint data to fix systemic issues and improve the complainant experience.
Diverse needs	The needs of people due to disability, age, cultural background, literacy levels, gender, trauma and stress. People with diverse needs may be: <ul style="list-style-type: none"> • Less likely to be able to access or use complaint management services • More likely to experience harm, loss, injury or disadvantage without additional support

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Feedback	Information gathered from recipients, visitors and stakeholders of the business that provides the organisation with information that may be used for growth and improvement. Feedback may be direct or indirect, explicitly or implicitly given.
Frontline employees	In the context of complaint handling, employees who directly engage with students to address their issues, concerns or grievances. These employees are critical in maintaining student satisfaction by effectively managing complaints
Satisfaction	Whether a complainant feels that an organisation has met their expectations
Accessibility	How available a service or system is to as many people as possible. This includes how easy it is for people from diverse backgrounds to provide feedback, compliments or complaints.

Document Governance

Document Properties

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Implementation Plan	COO Newsletter, selectability Training Website
Board Committee	FAR

Document Reference

Parent Policy / Framework	Quality Governance & Improvement Framework
Related Documents	<ul style="list-style-type: none"> Charter of Rights Child and Youth Risk Management Strategy Code of Conduct Consumer Handbooks Feedback Form Human Resource Management Policy Incident Management Framework Incident Management Handbook Incident Management Procedure Open Disclosure Policy Privacy and Confidentiality Policy Risk Management Policy RTO Feedback, Complaints & Appeals Procedure Safeguarding Principles Frameworks
Strategic Direction	Direction 4: Organisational performance & risk management
Guiding Legislation	<ul style="list-style-type: none"> Australian Human Rights Commission Act 1986 (Cth) Aged Care Act (1997) Privacy Act 1988 (Cth) Information Privacy Act 2009 (Qld) Public Interest Disclosure Act 2013 (Cth) Public Interest Disclosure Act 2010 (Qld) Child Protection Act 1999 (Qld) Disability Services Act 2006 (Qld) Civil Liability Act 2003 (Qld) Mental Health Act 2000 (Qld) Housing Act 2003 (Qld) National Vocational Education and Training Regulator Act 2011 (Cth) Various service agreements, as amended from time to time
Aligning Standards	Human Service Quality Framework

	<p>Aged Care Quality Standards</p> <p>NDIS Standards</p> <p>National Mental Health Standards</p> <p>Child Safety Principles</p> <p>2025 Registered Training Organisations Standards</p>
Related RTO Policies	<p>Students Information Policy and Procedures</p> <p>Student Wellbeing Support Policy and Procedures</p> <p>Continuous improvement Policy and Procedures</p> <p>RTO Feedback, Complaints & Appeals Procedure</p>

Operational Procedure Table: Feedback, Complaints and Appeals

Action	Responsible Staff	Supporting Document	Timing/ Frequency	Compliance Mapping (Standard 2.7 / 2.8)
Provide complaints and appeals information	RTO Administration / Trainer	Student Handbook, Website	At enrolment, ongoing	2.7(d), 2.8(a) – Students informed of their rights and access to process
Acknowledge and manage feedback, complaints and appeals	RTO Administration	Complaints and Appeals Form and Register	Within 5 business days	2.7(b), 2.8(b) – Timely and transparent management of issues
Investigate and resolve complaints and appeals	RTO Manager and CEO	Complaints and Appeals Form and Register	Within 20 business days	2.7(c), 2.8(b), 2.8(c) – Fair resolution, documentation, and outcome implementation
Conduct continuous improvement reviews	Compliance Officer and RTO Manager	Complaints and Appeals Registers Continuous Improvement Register	Quarterly	2.7(e) – Feedback used to identify issues and support improvement

Document History

Version	Date	Review Notes	Officer
RTO.2000.V1.0	25/03/2026	Document Approved	CFO
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