

Complaints and Appeals Policy and Procedure

A. Purpose

This policy ensures that all learners, staff, contractors, and stakeholders of Job Training Institute Pty Ltd (JTI) have access to a fair, transparent, accessible, and timely process for feedback, complaints, and appeals.

The policy is designed to:

Meet requirements of the 2025 ASQA Outcome Standards 2.7 & 2.8.

Comply with the National Code 2018 Standard 10 (Complaints and appeals).

Meet recordkeeping obligations under the ESOS Act 2000 & ESOS Regulations 2019.

Ensure that all complaints and appeals are managed in a manner that affords procedural fairness, natural justice, and impartiality.

B. Scope

- This policy applies to:

All current and prospective students (Domestic and CRICOS).

All staff, contractors, education agents, and third-party delivery partners.

Any individual or organisation with a complaint about JTI's services, decisions, or staff.. This policy and procedure are applied consistently across all JTI campuses, online delivery, workplace training and third-party locations.

It covers:

- General feedback (positive or negative).
- Complaints about services, staff conduct, facilities, or third-party providers.
- Appeals against assessment decisions, enrolment decisions, or disciplinary outcomes.

C. Principles

- Accessibility – The process is public, published on JTI's website, Student Handbook, and staff handbook. Support is provided (interpreters, accessible formats).
- No cost – The internal process is free of charge.
- Timeliness – Processes commence within 10 working days and aim to resolve within 20 working days; if longer than 60 calendar days, written reasons and regular updates are provided.
- Fairness and impartiality – Decisions are made by staff not involved in the original matter. All parties can present their case and respond to evidence.
- Confidentiality – All complaints and appeals are managed in accordance with the Privacy Act 1988.

- Continuous improvement – Outcomes and trends are analysed to improve services and prevent recurrence.
- JTI actively collects, analyses, and acts on **general learner feedback** (positive and negative) as part of continuous improvement.
- Non-retaliation – No person will suffer disadvantage for lodging a complaint or appeal in good faith.
- Non-retaliation – No person will suffer disadvantage for lodging a complaint or appeal in good faith.

D. Informal Resolution

Students and staff are encouraged to raise concerns informally with a Student Support Officer (SSO), trainer, or General Manager.

Staff document the concern and seek resolution where possible.

If unresolved, the matter is escalated to the formal process.

E. Formal Complaints & Appeals

1. Submit a Complaints and Appeals Application Form (available online, at reception, or from staff).
2. Include: details, relevant dates/events, steps already taken, and supporting evidence.
3. The SSO acknowledges receipt in writing within 5 working days and logs it in the Complaints & Appeals Register.
4. The SSO forwards the case to the General Manager (or delegate).
5. Handling commences within 10 working days.
6. Decisions: Uphold and implement corrective action, or Dismiss (with reasons).
7. Written outcome is provided with reasons.
8. A meeting may be held; the complainant may bring a support person. Minutes are recorded.
9. Written outcome is provided with reasons. A meeting may be held; the complainant may bring a support person. Minutes are recorded

F. Appeals Against Academic or Enrolment Decisions

Students may appeal assessment outcomes, course progress, attendance, or disciplinary decisions. Students may appeal assessment outcomes, course progress, attendance, or disciplinary decisions. If issued a Notice of Intention to Report (ITR) to PRISMS, students (CRICOS) have 20 working days to lodge an internal appeal.

If issued a Notice of Intention to Withdraw (ITW). Students (Government funding and Fee for Service) have 7 working days to lodge an internal appeal. Enrolment is maintained during internal appeals.

G. External and Independent Review

If dissatisfied, students may request an independent internal review by a senior staff member not previously involved.

If still dissatisfied, students may escalate to external bodies, including:

- Commonwealth Ombudsman (Overseas Students Ombudsman) for CRICOS students – free service.
- State/Territory Ombudsman or Consumer Affairs Victoria.

JTI implements external outcomes within 5 business days of receipt.

H. Enrolment Status During Complaints/Appeals

- Enrolment is maintained during all internal processes.
- JTI is not required to maintain enrolment during external appeals (Standard 10). Reporting may proceed after internal completion.
- For safety/behavioural risks, JTI may restrict attendance but will provide learning resources to minimise disadvantage.

I. Timeframes Summary

- Acknowledge receipt: within 5 working days.
- Commence handling: within 10 working days.
- Target resolution: 20 working days.
- If > 60 days: notify in writing with reasons and updates.
- ITR appeals: 20 working days to lodge.
- ITW appeals: 7 working days to lodge.
- External outcome implemented: within 5 business days.

J. Recordkeeping

- All records (forms, correspondence, minutes, outcomes) are logged in the Complaints & Appeals Register and student file.

Retention:

- Minimum 2 years after the student ceases enrolment (ESOS Act s.21).
- JTI retains records for 7 years internally to meet audit/funding/legal obligations.
- Records are stored securely and confidentiality maintained.

K. Responsibilities

- General Manager: Oversees process, ensures impartiality, signs outcomes, corrective actions.
- Student Welfare Officer: Acknowledges, logs, monitors timelines, provides student support.
- Course/Training Manager: Investigates academic matters, liaises with assessors.
- CEO: Handles complaints involving the General Manager and ensures governance.

L. Continuous Improvement

- Complaints and appeals outcomes are analysed for root causes and systemic issues.
- Trends and corrective actions are reviewed at Management Review Meetings.
- Findings inform updates to policies, training, and service delivery.