

Complaints & Appeals Policy

1.0 Purpose

All Health Training (AHT) is committed to providing a fair, transparent, and timely process for managing grievances, complaints, and appeals. This policy outlines how concerns raised by students, clients, staff, contractors, or third-party organisations are handled, whether related to academic or non-academic matters.

All feedback is viewed as an opportunity for improvement. There is no cost to access this process.

This policy aligns with:

- **ASQA NVR Standards for RTOs 2025** – Standard 2.7
- **Victorian Department for Jobs, Skills, Industry & Regions – Skills First Contract**, Schedule 1, Clause 1.3 (e). 4.9

2.0 Scope

This policy applies to all individuals engaged with AHT, including:

- Enrolled or prospective students
- Clients
- Staff members
- Third-party organisations (e.g. placement providers)

It covers grievances, complaints, and appeals relating to AHT's conduct, decisions, services, or the behaviour of individuals associated with AHT.

3.0 Policy statement

AHT values all feedback and commits to resolving complaints and appeals in a manner that is respectful, confidential, and timely. The process distinguishes between informal grievances and formal complaints or appeals, providing a structured avenue for resolution and continuous improvement.

All formal complaints and appeals are handled without bias, and privacy and procedural fairness are upheld throughout. Complainants are informed of the outcomes in writing and have the right to an external appeal if not satisfied with the internal resolution.

4.0 Procedure statement

4.1 Informal Grievances

- Any individual may raise concerns informally with an AHT staff member.
- This may involve discussion, advice, or mediation.
- Informal issues are not formally documented unless they relate to broader operational concerns.

4.2 Formal Complaints

- If unresolved informally, individuals may lodge a formal complaint by completing the **Complaints and Appeals Form**.
- Submission can be via:
 - Email: admin@ahd.edu.au
 - Post or in person:

PO Box 5169, Laburnum LPO, Blackburn 3130

Head Office: Level 2, 20 Albert Street, Blackburn 3130

- More information: www.allhealthtraining.edu.au/student-information

Types of complaints may include:

Academic matters:

- Assessment results
- Recognition of prior learning (RPL)
- Course content or structure
- Academic progress

Non-academic matters:

- Enrolment issues
- Fees or refunds
- Misuse of personal information
- Harassment or bullying
- Concerns raised by placement providers

Formal complaint process:

- AHT acknowledges receipt of the complaint in writing.
- The complaint is recorded in the Complaints & Appeals Register, capturing:
 - Date submitted
 - Complainant's name
 - Summary of issue
 - Date of incident

- Supporting documents
- Outcome and resolution date
- CEO or a delegated staff member reviews the complaint. To ensure the fairness of the complaints system, the complaints resolution process (investigation and determining outcomes of a complaint) must be completed by a person independent of the complaint. If the complaint involves the CEO, it is referred directly to an independent mediator.
- As part of the process of investigating the complaint the CEO shall ensure the principles of natural justice and procedural fairness are maintained at all times. This includes informing and involving all parties involved in the allegations or cause for the complaint. There will be opportunities provided to all parties to provide their version of the event(s) or action(s) that have caused the complaint. The collection of information and details regarding the complaint will be conducted in a manner that ensures the privacy and confidentiality of all parties involved.
- A complainant may be assisted or accompanied by a support person throughout the process, regardless of the nature of the issue or complaint.
- A resolution should be completed within **10 working days** and AHT will keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint
- If unresolved after **60 calendar days**, AHT will provide regular updates and explain reasons for the delay.
- Once a decision has been reached, the CEO will inform all parties involved of any decisions or outcomes in writing. Within the notification of the outcome of the formal complaint, the complainant shall also be notified that they have the right of appeal. To appeal a decision AHT must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
- The CEO shall ensure that AHT will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, AHT must immediately implement any decision and/or corrective and preventative action that is required and advise the complainant of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' and on the students /complainant's file.

4.3 Appeals

All complainants have the right to appeal decisions made by AHT where reasonable grounds can be established. Appeals may be lodged regarding:

- Complaint outcomes
- Assessment results
- Enrolment status
- Other formal decisions

To appeal:

- Complete the Complaints and Appeals Form.
- Clearly outline the grounds for appeal.
- Lodge within **20 working days** of the original decision.

- The CEO shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- AHT will acknowledge the appeal in writing and commence review within **10 working days**.

4.3.1 General Appeals

- Reviewed by the CEO.
- Outcome communicated in writing with reasons for the decisions
- The 'Complaints and Appeals Register' will be updated.
- If dissatisfied, the individual may initiate an **external appeal process**. The complainant is required to notify AHT if they wish to proceed with the external appeals process.

4.3.2 Assessment Appeals

- Initially raise concerns with the Trainer/Assessor.
- Reassessment may be offered to ensure a fair and equitable decision is gained
- Written report is completed by the Trainer & Assessor regarding the re-assessment, outlining the reasons why assessment was, or was not, granted.
- If unresolved, a written appeal may be submitted to the CEO outlining their reasons for the appeal. Details will be entered into the 'Complaints and Appeals Register'.
- The CEO will seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another Trainer & Assessor appointed by All Health Training.
- If dissatisfied, the individual may initiate an **external appeal process**. The complainant is required to notify AHT if they wish to proceed with the external appeals process.

4.3.3 External Appeals

- Individuals dissatisfied with AHT's decision from a General Appeal or Assessment Appeal may appeal externally to the nominated independent body.
- If an external appeal is lodged:
 - AHT maintains student enrolment until a decision is made.
 - AHT will comply with any outcomes, actions or recommendations from the relevant external appeals organisation to satisfy the individuals grievance as soon as practicable.
 - The independent mediator's decision is final.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the 'Complaints and Appeals Register' and the student file for a minimum of 5 years.

Independent Mediator: The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Contact information, further information for this service is available from <http://www.disputes.vic.gov.au/>

4.4 ASQA

If, after following AHT's internal complaints and appeals processes have been completed, an individual still believes AHT is breaching or has breached its legal requirements, you can submit a complaint to ASQA - [Complaints about training providers | Australian Skills Quality Authority \(ASQA\)](#)

Except in exceptional circumstances, the individual must attach evidence to the complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.

ASQA's processes require the individual to identify themselves to ASQA as a complainant, although an individual may request their identity is kept confidential throughout any investigation that ASQA undertakes.

Preventative and Corrective Action

If the internal or any external complaint handling or appeal processes result in a decision that supports the complainant, All Health Training will immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant, and all involved in the matter, of the outcome.

In all cases where a complaint, internal appeal, or external appeal is submitted, results in any type of corrective action to be taken by AHT, details of the complaint and/or appeal shall be reviewed to ensure that steps are taken to eliminate or mitigate the likelihood of recurrence. In addition, the complaints and appeals register shall be monitored by the CEO to ensure that all complaints and appeals submitted, regardless of the outcome, are able to be monitored and reviewed to ensure appropriate steps and actions are identified to prevent further re-occurrence.

The details of the complaint and resulting outcome(s) shall be reviewed as part of AHT's next management meeting with the purpose of identifying the potential causes of the initial complaint. The management team will then determine appropriate steps to be taken to remove the potential issue arising again in the future. Where the complaint has arisen due to any employee or student actions, appropriate mechanisms shall be implemented to ensure appropriate education is provided to prevent recurrence of potential issues.

Copy of Complaint form

Complaints and Appeals Form

This form is to be used for submitting a formal complaint or appeal regarding academic or non-academic matters at All Health Training (AHT).

1. Personal Details

Full Name: _____

Email Address: _____

Phone Number: _____

Course Undertaking (if applicable):

2. Complaint / Appeal Type

Please tick the appropriate box:

☐ Complaint

☐ Appeal

If appeal:

☐ Assessment Result

☐ Enrolment Status

☐ Other (please specify): _____

3. Details of Complaint / Appeal

Please describe in detail the nature of your complaint or appeal, including:

- The incident or issue
- Date(s) of the event
- People involved (if applicable)
- Any steps you have already taken to resolve the issue
- Any relevant supporting documentation (please attach if available)

4. Desired Outcome

Please outline what outcome or resolution you are seeking:

5. Acknowledgement

- ☐ I declare that the information provided in this form is true and correct.
- ☐ I have read and understand the AHT Complaints & Appeals Policy and the process involved.
- ☐ I understand that appeals must be submitted within 20 working days of the relevant decision.
- ☐ I understand that assessment-related appeals must be submitted within 3 months of receiving the result.

Signature: _____

Printed Name: _____

Date of Submission: ____ / ____ / ____

Submission Information

You can submit this form by:

Email: admin@ahd.edu.au

Post or deliver in person to:

- Post: PO Box 5169, Laburnum LPO, Blackburn 3130
- Head Office: Level 2, 20 Albert Street, Blackburn 3130

 More information: www.allhealthtraining.edu.au/student-information

5.0 Roles, responsibilities and delegations

ROLE	RESPONSIBILITY
All staff	Encourage informal resolution where appropriate. Direct formal concerns to the correct channel.
Complainants/Appellants	Submit the appropriate form with full details and evidence. Raise issues within the designated timeframe.
CEO or Delegate	Investigate and resolve complaints and appeals fairly and promptly. Escalate to external mediator if required.
Trainer/Assessor	Address academic concerns where possible. Participate in reassessment or review processes as required.
External Mediator	Conduct independent review if requested. Provide binding resolution recommendations.

6.0 Definitions

Standard definitions

1. **AHT Policy Library** refers to the repository for all current and expired AHT policy documents.
[AHT Policies & Procedures](#)
2. **ASQA**- Australian Skills Quality Authority- National regulatory body for RTO's.]
3. **RTO**- Registered Training Organisation – lists RTO's, scope of registration and qualifications in general
4. **SVTS – Skills Victoria Training System**

Specific Policy definition/s:

Complaint

An expression of dissatisfaction with a service, decision, action, or behaviour of AHT or its representatives, including staff, contractors, or third parties. Complaints may be academic or non-academic in nature.

Appeal

A formal request by an individual to review or reconsider a decision made by AHT, including but not limited to academic assessment outcomes, enrolment decisions, or the result of a complaint.

Grievance

A concern or issue raised informally by an individual that may or may not escalate to a formal complaint.

Academic Matter

Any issue relating to the learning experience, assessment, academic progress, course content, or recognition of prior learning (RPL).

Non-Academic Matter

Any issue not related to learning or assessment, including customer service, fees and refunds, enrolment processes, personal behaviour, or placement conduct.

Procedural Fairness (Natural Justice)

The right of all parties to be heard in a dispute, to be treated without bias, and to have a decision made based on evidence and in good faith.

External Appeal

An appeal made to an independent third-party organisation when the internal complaint or appeal process has been exhausted or the outcome is unsatisfactory.

Independent Mediator

An external party engaged to impartially review and resolve complaints or appeals, particularly when internal resolution is not possible or when the complaint involves the CEO.

Complainant/Appellant

The individual submitting a complaint or appeal, including students, staff, contractors, clients, or third-party stakeholders.

Complaints and Appeals Register

An internal log maintained by AHT to document formal complaints and appeals, ensuring tracking, accountability, and continuous improvement.

6.0 Information

Approval/effective date 07/05/2025

Review date Annually – Between January - April or as required

7.0 Related Policy Documents and Supporting Documents

Policy	N/A
Documents	Student Handbook Student Records Management
Forms	Complaints & Appeals Form Complaints & Appeals Register
Checklist	N/A
Work Instructions	N/A
Position Description	CEO High Managerial Agents Trainers/Assessors Admin Staff