



# COMPLAINTS AND APPEALS POLICY

## COMPLAINTS AND APPEALS POLICY

### PURPOSE

To ensure all students, clients and stakeholders have access to a fair, transparent and accessible system for providing feedback, lodging complaints and appealing decisions, consistent with the principles of natural justice and procedural fairness.

### SCOPE

This policy applies to all prospective and enrolled students, clients, employers and stakeholders who have a concern, complaint, or wish to appeal a decision made by Australasian Response Group (ARG) in relation to training, assessment, enrolment or services provided.

### POLICY STATEMENT

ARG is committed to:

- ◆ Maintaining a transparent and accessible system for managing feedback, complaints and appeals.
- ◆ Treating all students and stakeholders with respect and fairness, ensuring no individual is disadvantaged for raising a concern.
- ◆ Resolving matters promptly, confidentially and with open communication.
- ◆ Using feedback and complaints to inform continuous improvement of training and support services.
- ◆ Where appropriate, complaints and appeals may lead to corrective action or improvements to ARG processes

### DEFINITIONS

- ◆ A **complaint** may be lodged by any individual but is typically raised by a student or client regarding the conduct of the RTO, its Trainers and Assessors, other ARG personnel or fellow students.
- ◆ An **appeal** is a formal request by a student or client to review or reconsider a decision made by the RTO during training and/or assessment.

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## HOW TO LODGE A COMPLAINT OR APPEAL

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- ◆ **Informal Resolution** – Students are encouraged to first raise concerns directly with their Trainer/Assessor or RTO Administration. Many issues can be resolved quickly and informally.
- ◆ **Formal Complaint/Appeal** – If unresolved, students may submit a formal complaint or appeal in writing by emailing [admin@argrescue.com.au](mailto:admin@argrescue.com.au) or completing a Complaints and Appeals Form.
- ◆ All complaints and appeals will be acknowledged within **two (2) business days** and recorded in the Complaints and Appeals Register.
- ◆ Students have the right to be accompanied by a support person at any stage of the complaints or appeals process.

## PROCESS

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- ◆ Complaints and appeals are investigated fairly and impartially.
- ◆ Students and stakeholders have the right to be accompanied by a support person during the process.
- ◆ Outcomes will be communicated in writing.
- ◆ All complaints and appeals will be documented in the Complaints and Appeals Register and securely stored in accordance with ARG's records management and privacy policies.
- ◆ If resolution is delayed beyond sixty (60) calendar days, ARG will inform the complainant of the reasons and provide regular updates.
- ◆ Where a complainant or appellant is dissatisfied with the outcome, they may request an independent review. If still unresolved, the matter may be referred to the Training Accreditation Council (TAC) WA.

## RESPONSIBILITIES

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- ◆ The Complainant/Appellant must provide accurate information when submitting complaints or appeals.
- ◆ Trainers/Assessors will attempt to resolve issues informally and escalate the issue when necessary.
- ◆ RTO Administration will log and monitor the complaint/appeal, acknowledge receipt and ensure timely communication of outcomes.

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- ◆ The Director oversees the process, ensures compliance with the Standards for RTOs 2025 and approve changes arising from continuous improvement.

## **REVIEW**

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This policy will be reviewed in alignment with the *Internal Audit Schedule and Compliance Calendar*, or earlier if required by changes to legislation, the Standards for RTOs 2025 or identified student needs.

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### **References:**

*Outcome Standard 2.7 and 2.8*

*RTOC-QP-002*

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