



Complaints and Appeals Policy and Procedure

1. Policy

This policy ensures that Illoura College manages feedback, complaints, and appeals in a fair, transparent, and timely way. It makes information easy to access, supports those making complaints, and provides procedural fairness. Where complaints cannot be resolved, options for external review are available. All outcomes are recorded and communicated, and feedback is used to drive continuous improvement.

2. Key Definitions

- **Complainant** means the person making a complaint, this may be a student, employer, trainer or any other person making a complaint. It is not limited to complaints made by students only.
- **Complaint** means an expression of dissatisfaction with a service, decision, conduct, or outcome, whether justified or not, that requires a formal response or resolution.
- **Appeal** means a request for a review of a decision made by Illoura College, or by a third party acting on its behalf where that decision adversely affects a student.
- **Appellant** means the person lodging an appeal against a decision.
- **Prism** means Provider Registration and International Student Management System.

3. Policy

3.1 Approach to complaints and Appeals

Illoura College is committed to managing all complaints and appeals in a fair, transparent, and timely manner.

Complaints may be made regarding any aspect of the services provided by Illoura College, including the conduct of staff, trainers and assessors, students, education agents, or any third parties acting on behalf of the College.

Students and other stakeholders may also lodge an appeal against a decision made by Illoura College, including decisions related to assessment outcomes. An appeal is a request for a review of a decision made by the College.

3.2 Communicating the Policy

The Complaints Handling Policy and Procedure publicly available and easily accessible on:

- Illoura College's website.
- Illoura College Student Handbook and Staff Handbook.
- Incorporated into Illoura College's Internal Policies and Procedures.

3.3 Procedural fairness in Complaints and Appeal

Illoura College ensures procedural fairness in all complaints and appeals processes through the following mechanisms:

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- Illoura College will appoint relevant person/s to manage complaints and appeals.
- Both the complainant and the person subject to the complaint are given the opportunity to be heard and to provide relevant evidence or information.
- Similar complaints are handled in a consistent manner to ensure reliability and fairness in outcomes.
- Complainants are informed of any decision prior to its implementation and provided with the opportunity to respond.
- The privacy of all parties is protected, and complaint information is treated with strict confidentiality.
- Decision-makers will act impartially and, where possible, will not have been directly involved in the matter being reviewed.

All complaints and appeals are conducted in line with the principles of natural justice and procedural fairness, ensuring that matters are managed transparently, consistently, and with respect for all parties involved.

3.4 Early Resolution of Complaints

Illoura College encourages early and informal resolution of issues wherever possible. Concerns that arise should be addressed promptly at the time they occur, through respectful and open communication between the parties involved. If the matter cannot be resolved informally, or if informal resolution is not suitable, the complainant may proceed with the formal complaints procedure as outlined in the following section.

3.5 Complaint and Appeals process

Complaints and appeals are to be made as follows:

- Submit complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outline the information that should be provided.
- Submit complaint within 30 working days of the incident or in the case of an appeal within 30 working days of the decision being made.

3.6 Complaints and Appeals handling

Each individual involved in a complaint or appeal may have a support person of their choice present at any meeting held to resolve the matter.

For appeals relating to assessment outcomes, a suitably qualified and impartial assessor or reviewer will be appointed to review the assessment decision

3.7 Complaint and Appeal Handling Timeframe

- Complaints or appeals will be acknowledged in writing within 3 working days of receipt.
- A review of the complaint or appeal will commence within 5 working days of receipt.
- Complaints and appeals will be finalised as soon as practicable and within 30 working days wherever possible.

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- Where a complaint or appeal is complex and expected to take more than 60 working days to resolve, Illoura College will inform the complainant or appellant in writing, providing reasons for the delay. Following this, regular progress updates will be provided until the matter is finalised.

3.8 Enrolment during Complaint and Appeal process

- **Domestic Students**

Domestic students' enrolment will be maintained throughout the complaints and appeals process, unless the complaint relates to misconduct.

- **International Students**

International students' enrolment will be maintained throughout the internal complaints and appeals process without notifying the Department of Home Affairs via PRISMS of any change in enrolment status.

Additionally, for international students:

- If the appeal is against Illoura College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external appeals process is completed and the outcome either supports or does not support Illoura College's decision to report.
- If the appeal is against Illoura College's decision to defer, suspend, or cancel a student's enrolment due to misbehaviour, Illoura College will notify DET via PRISMS of the change in enrolment status after the outcome of the internal appeals process.

3.9 Independent Appeal process

- Where a student is not satisfied with the outcome of their appeal following Illoura College's internal process, they may request an independent review. Students must first allow Illoura College to fully consider and respond to the appeal in writing before requesting independent review.
- To request an independent appeal review, the student must notify the Quality Assurance Manager, who will initiate the process with the Director of Operations.
- Illoura College nominates Raspberry Training and Consulting as the preferred independent reviewer.
- Students may nominate another independent mediator of their choice, subject to approval by Illoura College. Where Illoura College appoints or engages an independent reviewer, the cost of the independent review will be met by Illoura College. For students, if they choose to appoint their own independent mediator instead, all associated costs will be met by the complainant/appellant unless Illoura College made the decision to appoint the independent party.
- For international students, the designated external mediator is the Overseas Students Ombudsman (OSO). International students can access the OSO at no cost for complaints or appeals that cannot be resolved internally. Contact details for the OSO are provided in this policy.
- During any mediation or external review process, Illoura College will cooperate fully and implement immediately any decisions, recommendations, or required corrective actions.
- All actions and decisions arising from the independent review will be communicated to the student in writing.

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3.10 Information about external bodies to whom complaints can be made

Complaints can also be made to the organisations indicated below:

- **National training complaints hotline:**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

- **Australian Skills Quality Authority (ASQA):**

Complainants may also complain to Illoura College’s registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at: <https://www.asqa.gov.au/complaints>

- **The Overseas Student Ombudsman (OSO):**

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the RTO
- incorrect advice given by an education agent
- taking too long in certain processes such as issuing results; and/or
- not delivering the services indicated in the Offer Letter and Student Agreement.
- More information can be found at:
- <https://www.ombudsman.gov.au/complaints/international-student-complaints>

3.11 Period of Retention of Complaints Records

Illoura College is to retain records relating to complaints handling for a minimum of five (5) years.



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4. Procedure

4.1 Receiving a Complaint or Appeal

A complaint or appeal may be received in any form (written or verbal). However, people wishing to make a complaint or appeal are encouraged to complete the Complaint and Appeal Form, available on the Illoura College website or from the Illoura College office.

4.2 Acknowledging receipt

Upon receiving a complaint or appeal, Illoura College will acknowledge receipt in writing within three (3) working days. At the same time, the details of the complaint or appeal will be formally recorded in the Complaints and Appeals Register to ensure accurate tracking and management of the matter.

4.3 Reviewing a Complaint or Appeal

Once a complaint or appeal is received, Illoura College will determine whether the matter can be resolved quickly and easily. Where this is possible, immediate action will be taken, and the complainant or appellant will be informed of the outcome in writing. If the matter is more complex, relevant staff will be appointed to review the details and commence a formal investigation.

4.4 Keep the Complainant or appellant informed

Within five (5) working days of receiving a complaint or appeal, Illoura College will inform the complainant or appellant that the investigation has commenced, or in the case of a straightforward matter, advise them of the action that will be taken to resolve the issue.

4.5 Conducting the Investigation

Illoura College will conduct an investigation into the complaint or appeal to ensure a fair and thorough resolution. This process will include verifying the accuracy of all facts, requesting additional information where necessary, and, if required, arranging a meeting with the complainant or appellant. The investigation will also focus on identifying appropriate corrective or preventative actions and confirming a suitable solution.

Where a complaint is an appeal against an assessment decision, the investigation process will include an independent review of the assessment evidence and the original decision by another assessor. A suitably qualified independent assessor will be appointed to carry out this review to ensure fairness and objectivity

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4.7 Determining a Response and Communicating the Outcome

The investigation of a complaint or appeal will be completed within 30 working days wherever possible. If it is anticipated that the process will take longer, Illoura College will inform the complainant or appellant in writing of the delay, provide reasons, and issue regular progress updates until the matter is finalised.

Where the investigation finds in favour of the complainant or appellant, a management meeting will be held to review the process, confirm the outcome, and determine the corrective and/or preventative actions to be implemented.

Following the meeting, the agreed actions will be immediately carried out, and the Complaints and Appeals Register will be updated accordingly.

4.8 Advising the Outcome

Once the investigation is complete, the complainant or appellant will be advised of the outcome in writing. Where the matter relates to a complaint, the written response will also inform the complainant of their right to access the internal appeals process if they are not satisfied with the outcome.

4.9 Record

- Archive the complaint or appeal documentation.
- Responding to an External Mediation Outcome
 - Where a mediator has been appointed by the complainant or appellant, Illoura College will cooperate fully with all requirements of the mediator and provide any information requested.
 - If the mediator finds in favour of the complainant or appellant, a management meeting will be convened to review the external process, confirm the outcome, and determine corrective and/or preventative actions. Following the meeting, the agreed actions will be immediately implemented, and the complainant or appellant will be advised in writing of the actions Illoura College will take in response to the mediator's decision.
 - Where the mediator upholds Illoura College's decision in relation to an international student (for example, cancellation of enrolment), Illoura College will notify the Department of home affairs via PRISMS of the enrolment change.

5 Related Documents and Forms

Related Policies

- Continuous Improvement
- Student Support
- Enrolment

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Related Forms

- Complaints form
- Appeals form

6. Policy Information

Policy area	Student Support
Policy Version	V 1.0
Date of Effect	1 st July 2025
Review Schedule	1 st July 2026
Applicable Standards	<ul style="list-style-type: none"> • Outcome Standards for RTOs 2025 – Standard 2.7 and 2.8 • National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 10
Responsibility	<ul style="list-style-type: none"> • Director of Operations • Director of Quality Assurance