

Complaints, Appeals and Feedback - Policy and Procedure

1. Purpose

This Policy and Procedure establishes how The Management Edge (TME) manages feedback, complaints and appeals fairly, efficiently, and effectively.

This document supports:

- procedural fairness and natural justice for all parties;
- transparency and accessibility in how TME handles concerns and decisions;
- continuous improvement informed by feedback, complaints and appeals; and
- compliance with Standards 2.7 and 2.8 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025.

Definitions:

- **Feedback** is general information, comment or suggestion about TME's services, programs, staff or learning environment.
- **Complaint** is an expression of dissatisfaction about TME's services, staff, trainers/assessors, third parties providing services on TME's behalf, or learner conduct that impacts others.
- **Appeal** is a request for review of a decision (including assessment decisions) made by TME, a third party acting on TME's behalf, or any person employed or contracted by TME, where that decision adversely affects the student.

2. Scope

This policy applies to all feedback, complaints and appeals received from prospective learners, current learners, past learners, employers, staff, third-party agents, and members of the public.

This policy is publicly available on TME's website. Students and stakeholders can access this policy and initiate a complaint, appeal or feedback submission at: <https://tme.edu.au/about-us/rto-policies/>

3. Principles

All feedback, complaints and appeals are managed in accordance with the following principles:

- **Procedural fairness (natural justice):** All parties are given the opportunity to present information; decisions are evidence-based and unbiased.
- **No victimisation:** A person will not be treated adversely for providing feedback, lodging a complaint, or making an appeal.
- **Confidentiality:** Information is handled on a need-to-know basis, consistent with privacy obligations.
- **Accessibility:** Reasonable adjustments are available to support people in lodging and progressing feedback, complaints and appeals. Multiple channels are available.
- **Timeliness:** Matters are acknowledged and progressed within defined timeframes.
- **Continuous improvement:** Outcomes and trends are analysed and used to improve systems and practices.

4. Roles and Responsibilities

RTO Manager: Oversees and is responsible for this policy and all complaint, appeal and feedback processes. The RTO Manager acts as both the Complaints Resolution Officer and Appeals Resolution Officer.

Alternate Officer: If a complaint or appeal is about the RTO Manager, the matter is referred to the CEO, who acts in place of the RTO Manager for that matter.

Investigating/Reviewing Officer: A suitably senior and independent staff member appointed by the RTO Manager, with no conflict of interest in the matter.

Assessment appeals: Where an appeal concerns an assessment judgement, the RTO Manager will ensure any reassessment or review is conducted by a different assessor (where practicable), applying the Rules of Evidence and Principles of Assessment.

5. Feedback

5.1 How to provide feedback

TME actively encourages feedback from students, employers, staff, and stakeholders. Feedback can be provided:

- via the feedback form on TME's website at <https://tme.edu.au/about-us/rto-policies/>;
- verbally to any TME staff member; or
- by email to enquiries@tme.edu.au.

Anonymous feedback is accepted.

5.2 How TME uses feedback

All feedback received is recorded and reviewed by the RTO Manager. TME uses feedback to:

- identify opportunities to improve training delivery, support services, and operations;
- inform continuous improvement processes; and
- understand trends across student and stakeholder experience.

Feedback is reviewed at management level and actioned as appropriate. Significant trends are reported as part of TME's annual quality indicator reporting.

6. Complaints

6.1 Informal resolution (encouraged first step)

TME encourages early resolution wherever possible. A complainant may raise a concern with any staff member, who will attempt to resolve the matter promptly or escalate to the RTO Manager.

If the complainant is not comfortable raising the issue with a staff member, they may contact TME directly at RTOManager@tme.edu.au.

6.2 Formal complaint

A formal complaint may be lodged:

- via the complaints form on TME's website at <https://tme.edu.au/about-us/rto-policies/>;
- by requesting a complaint form from the TME office; or
- in writing (email or letter) with sufficient detail to enable investigation.

TME will assist any person to lodge a complaint on request, including reasonable adjustments for people with support needs. Complaints may be made verbally; TME will document and confirm details in writing.

Anonymous complaints are accepted, noting this may limit the investigation outcome.

6.3 Process and timeframes

On receipt of a formal complaint, TME will:

- acknowledge receipt in writing within **5 business days**;
- record the complaint in the Complaints and Appeals Register and allocate a reference number;
- appoint an Investigating Officer (or the RTO Manager may investigate directly); and
- advise the complainant of the process, expected timeframes, and contact person.

The Investigating Officer will gather relevant information from staff, learners, and third parties as needed.

TME aims to finalise the complaint and provide a written outcome within **60 calendar days** of receipt. If this is not possible, TME will:

- inform the complainant in writing of the reasons for the delay;
- provide a revised expected timeframe; and
- provide progress updates at reasonable intervals until finalised.

The written outcome will include the decision, reasons (to the extent appropriate), any actions to be taken, and options for escalation if the complainant is dissatisfied.

6.4 Escalation and external review

If a complainant is not satisfied with TME's outcome, they may request independent review or alternative dispute resolution. TME will facilitate access to an independent reviewer at no or low cost, where requested and appropriate.

Where a complaint indicates potential non-compliance or serious misconduct, the complainant may also contact external agencies (see Section 9).

7. Appeals

7.1 What can be appealed

An appeal may be lodged about (but is not limited to): assessment outcomes, enrolment decisions, fees/refunds decisions, discipline/behaviour decisions, certification decisions, and decisions made by third parties acting for TME.

7.2 How to lodge an appeal

Appeals may be lodged:

- via the appeals form on TME's website at <https://tme.edu.au/about-us/rto-policies/>;
- by email to RTOManager@tme.edu.au; or
- in writing (letter) addressed to the RTO Manager.

TME will assist any person to lodge an appeal on request, including reasonable adjustments. Appeals may be lodged verbally; TME will document and confirm details in writing.

TME encourages appeals to be lodged as soon as practicable after the decision. TME will not unreasonably refuse older matters, noting that delays can limit available evidence and remedy options.

7.3 Process and timeframes

On receipt of an appeal, TME will:

- acknowledge receipt in writing within **5 business days**;
- record the appeal in the Complaints and Appeals Register and allocate a reference number;
- confirm the decision being appealed and the desired outcome (where possible); and
- appoint a Reviewing Officer (or the RTO Manager may review directly where appropriate).

The Reviewing Officer will gather relevant evidence and may consult relevant staff, trainers/assessors, the appellant, and third parties.

Where the appeal relates to assessment, the review will consider:

- the assessment task(s), benchmarks, mapping and judgement records;
- learner evidence submitted and any reasonable adjustment applied;
- whether the Rules of Evidence and Principles of Assessment were met; and
- whether a reassessment (by a different assessor, where practicable) is required.

TME aims to finalise the appeal and provide a written outcome within **60 calendar days** of receipt. If this is not possible, TME will:

- inform the appellant in writing of the reasons for the delay;
- provide a revised expected timeframe; and
- provide progress updates at reasonable intervals until finalised.

The written outcome will include the decision, reasons (to the extent appropriate), any actions to be taken, and information about independent review options.

7.4 Continuing engagement during an appeal

Where appropriate (for example, assessment appeals), TME will support the learner to continue training while the appeal is being processed, unless this is impracticable or would compromise integrity, safety, or other learners' rights.

7.5 Independent review

If the appellant is not satisfied with TME's internal appeal outcome, they may request review by an independent party. TME will facilitate access to an independent reviewer at no or low cost to the appellant, where requested and appropriate.

Independent review options may include an independent RTO, an external mediator, or another appropriate independent person or organisation, depending on the nature of the appeal. TME will advise the appellant of any costs before proceeding.

8. Records, Confidentiality, and Continuous Improvement

TME will securely maintain records of:

- all feedback received (where identifiable) and actions taken;
- complaints and appeals received, supporting evidence, and all communications;
- investigation/review steps taken and persons involved;
- outcomes/decisions and reasons; and
- any corrective or improvement actions implemented.

Records will be retained in accordance with TME's record-keeping requirements and privacy obligations. Access is restricted to authorised personnel on a need-to-know basis.

Feedback, complaint, and appeal outcomes and trends are reviewed by management to identify systemic issues and inform continuous improvement activities, including TME's annual quality indicator reporting.

9. External Avenues

If a matter cannot be resolved internally, the following external avenues are available:

- **National Training Complaints Hotline** (Department of Employment and Workplace Relations): Phone 13 38 73 | Email NTCH@dewr.gov.au
- **Australian Skills Quality Authority (ASQA)**: Contact details and online services are available at <https://www.asqa.gov.au>
- **Overseas Students Ombudsman** (for international students — CRICOS-enrolled students only): Handles complaints about private education and training providers. See <https://www.ombudsman.gov.au/making-a-complaint/overseas-students>
- Office of the Student Identifiers Registrar: For matters relating to Unique Student Identifiers (USI).

10. Related Documents

- Privacy and Confidentiality Policy
- Assessment Policy and Procedures
- Continuous Improvement Procedure
- Fees and Refunds Policy