

# Complaints and Appeals Policy and Procedure

Training Worx Australia (RTO 52508)

## Policy Statement

Training Worx Australia is committed to providing a fair, transparent, and accessible process for managing complaints and appeals.

We ensure that all concerns raised by students, staff, or stakeholders are handled professionally, confidentially, and in a timely manner, in accordance with the Standards for RTOs (2025) and our Quality Management System (QMS).

## Scope

**This policy applies to:**

- All current and prospective students
- Staff, trainers, and assessors
- Third parties and stakeholders

## Principles

**Training Worx applies the following principles:**

- Procedural fairness (natural justice)
- Timely resolution
- Confidentiality and privacy
- No victimisation
- Continuous improvement

## What is a Complaint?

**A complaint is any expression of dissatisfaction relating to:**

- Training delivery
- Assessment outcomes (non-academic)

- Staff or student behaviour
- Facilities, services, or operations

## What is an Appeal?

An appeal is a request to review a decision made by Training Worx, including:

- Assessment outcomes
- Complaint decisions
- Administrative decisions

## Procedure

### ***Step 1: Informal Resolution (Recommended First Step)***

Where appropriate, individuals are encouraged to raise the issue directly with the relevant person (trainer, assessor, or staff member).

Many issues can be resolved quickly at this level.

### ***Step 2: Formal Complaint Submission***

If unresolved, a formal complaint can be submitted:

#### **How to lodge:**

- Email: [info@trainingworx.com.au](mailto:info@trainingworx.com.au)
- Website form (if applicable)

#### **Required information:**

- Full name and contact details
- Description of the issue
- Supporting evidence (if available)

An acknowledgement will be provided within 5 business days.

### ***Step 3: Investigation***

#### **Training Worx will:**

- Review all evidence

- Consult relevant parties
- Ensure impartial decision-making

An outcome will generally be provided within 10–15 business days.

If delays occur, the complainant will be notified.

#### ***Step 4: Outcome Notification***

The outcome will be provided in writing and will include:

- Decision
- Reasons for the decision
- Any actions taken

#### ***Step 5: Appeals Process***

If the complainant is not satisfied, they may lodge an appeal:

- Must be submitted within 10 business days of the outcome
- Will be reviewed by an independent or senior person not involved in the original decision

#### ***Step 6: External Review***

If the matter is still unresolved, the individual may seek external review through:

- Training Accreditation Council (TAC)
- Other relevant authorities

### **Timeframes Summary**

<b>Stage</b>	<b>Timeframe</b>
Acknowledgement	Within 5 business days
Initial outcome	Within 10–15 business days
Appeals submission	Within 10 business days
Final resolution	Within 60 calendar days (where possible)

## Record Keeping

### **Training Worx will:**

- Maintain a Complaints and Appeals Register
- Record all outcomes and actions
- Store records securely in accordance with privacy laws

## Continuous Improvement

### **All complaints and appeals:**

- Are reviewed for trends and risks
- Inform improvements to training, assessment, and services
- Are discussed in monthly management and validation meetings

This ensures ongoing improvement in line with our QMS and governance framework.

## Access and Support

### **Students may:**

- Request assistance to lodge a complaint or appeal
- Nominate a support person or advocate
- Access this policy via the website at any time

## Confidentiality

All complaints and appeals are handled confidentially and in accordance with the Privacy Act 1988.

Training Worx Australia is committed to resolving complaints and appeals in a fair, transparent, and timely manner, ensuring all individuals are heard and supported throughout the process. We view all feedback as an opportunity to improve our training, assessment, and student experience. Through structured procedures, clear timelines, and continuous review, we uphold the principles of integrity, accountability, and

continuous improvement in line with the Standards for RTOs (2025) and our mission of  
*“Making the difficult easy.”*