



Complaints and Appeals Policy and Procedure

(Aligned to RTO Standards 2025)

Version: 1.0

Date: Last Update May 2025

Review Date: July 2026

1. Purpose

The purpose of this policy is to ensure that Mid City College manages complaints and appeals in a fair, transparent, and timely manner, in accordance with the RTO Standards 2025. Reference QA 2_Div 5: Standard 2.7 & 2.8

2. Scope

This policy applies to:

- All students (current or prospective)
- Employers and third parties acting on behalf of the RTO
- RTO staff, trainers, and contractors

It covers both complaints (about services, people, or processes) and appeals (against academic or procedural decisions).

3. Policy Statement

Mid City College is committed to resolving complaints and appeals fairly and efficiently. All parties are treated with respect and provided an opportunity to present their case without fear of reprisal and within a timely manner in accordance with the principles of natural justice and procedural fairness. All matters will be handled objectively, without bias, and with a focus on continuous improvement and learner satisfaction..

4. Compliance Reference — QA 2_Div 5: Standard 2.7 & 2.8 RTO Standards 2025

This policy supports compliance with:

- Standard 3 – Learner Support and Progression
- Standard 4 – Regulatory Compliance.

5. Definitions

- **Complaint:** A statement of dissatisfaction related to the RTO's operations, staff, facilities, or services.
- **Appeal:** A request for review of a decision (e.g. assessment outcomes or disciplinary decisions).

6. Procedure

6.1 Lodging a Complaint or Appeal

- Complaints or appeals should be submitted in writing using the *Complaints and Appeals Form*.
- The form can be submitted via email or in person.
- Anonymous complaints may be accepted if sufficient information is provided.

6.2 Acknowledgement

- A written acknowledgment will be sent within 2 business days of receipt.
- A case officer is assigned to investigate the matter, ensuring no conflict of interest.

6.3 Investigation

- The investigation is to be completed within 10 business days (extensions must be communicated in

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writing). complainant is able to bring in a support person

- Both parties will be given the opportunity to present their case and supporting evidence.
- The complainant will not be victimised or discriminated against in any way.

6.4 Outcome and Notification

- A written outcome will be provided including:
 - Decision
 - Reasons
 - Any action to be taken
 - Right to appeal
 - Right to appeal and then have the Right to external appeal

6.5 External Appeals

If the complainant is dissatisfied with the outcome, they may refer the matter to:

- National Training Complaints Hotline: 13 38 73
- ASQA (if the issue relates to RTO compliance)
- State Ombudsman (if applicable)

6.6 Record Keeping and Continuous Improvement

- All records of complaints and appeals will be stored securely for a minimum of 5 years.
- Complaint trends will be reviewed quarterly and recorded in the Continuous Improvement Register.

7. Responsibilities

Role	Responsibility
CEO/RTO Manager	Final decision authority and escalation point
Compliance Officer	Investigate, record, and report complaint trends
Trainers/Staff	Report complaints immediately and support students
Student	Submit genuine and respectful complaints or appeals

8. Related Documents

- Complaints and Appeals Form
- Complaints and Appeals Register
- Continuous Improvement Register
- Student Handbook (complaints section)
- Staff Code of Conduct

9. Review

This policy will be reviewed annually or following significant changes in legislation, feedback from stakeholders, or complaints received.

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