



Complaints and Appeals Policy and Procedure

(Aligned to RTO Standards 2025)

1. Purpose of the policy

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, Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018

2. Scope

This policy applies to:

- All students (current or prospective)
- 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.
- Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018

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

- Upon receipt of a formal complaint, the CEO (or nominated delegate) will initiate an impartial investigation.
- **All parties involved in the complaint** will be:
 - Notified in writing that an investigation has commenced.
 - Provided with a summary of the complaint and relevant evidence.

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- Given a **reasonable opportunity to respond** and provide their own statement or supporting documentation; and
- Allowed to be accompanied by a **support person or representative** during any meeting or interview related to the investigation.

The investigator will:

- Collect and review all relevant information, documentation, and evidence.
- Conduct interviews with all parties (where applicable) to ensure a balanced and fair assessment;
- Record the details of discussions, findings, and outcomes objectively; and
- Ensure **procedural fairness and natural justice** throughout the process.
- The investigation is to be completed within 10 business days (extensions must be communicated in 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
- Mid City College will send the details to the person within the Outcome and Notification letter within 20 working days of the complaint being lodged.

6.5 External Appeals

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

- Commonwealth Ombudsman

6.6 Record Keeping and Continuous Improvement

- All records of complaints and appeals will be stored securely for a minimum of 30 years after the complaint has been finalised
- Complaint trends will be reviewed quarterly and recorded in the Continuous Improvement Register.
- These are tabled within the monthly meeting.

7. Responsibilities

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

*TBH- To Be Hired (CEO is filling the Compliance Officer role)

8. Related Documents

- Complaints and Appeals Form
- Complaints and Appeals Register
- Continuous Improvement Register

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- Student Handbook

9. Review

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

10. Process:

Recording and Acknowledgement:

- All complaints and appeals received (verbal or written) are recorded in the **Complaints and Appeals Register**.
- A written acknowledgement is provided to the complainant within **2 working days**.

Investigation and Resolution:

- The RTO investigates all matters promptly, ensuring procedural fairness and confidentiality.
- Outcomes and decisions are recorded in the register, and the complainant is notified in writing within **10 working days** of receipt.
- If more time is required, the complainant is informed of the reason and given an updated timeframe.

Welfare and Support Considerations:

- Where the complaint or appeal indicates welfare or wellbeing concerns, a **student welfare check** is initiated, and the **Student Support Officer** is engaged to assist the learner.

Appeals Process:

- Students who are not satisfied with the outcome may lodge an appeal within **10 working days**.
- Appeals are reviewed by a senior staff member or an **independent external reviewer** if required.

Monitoring and Review:

- The **Complaints and Appeals Register** is reviewed **quarterly** by the CEO to identify recurring issues or trends.
- Findings are discussed in **management and staff meetings** to ensure continuous improvement in RTO operations.
- Corrective actions and preventive measures are recorded in the **Continuous Improvement Register**.

Reporting and Continuous Improvement:

- Data and outcomes from complaints and appeals inform updates to policies, training, assessment tools, and student support services.
- Records of all complaints and appeals are maintained for **a minimum of five years**.

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