

# POLICY

## COMPLAINTS POLICY

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### 1. Purpose

- 1.1 The purpose of this Policy is to ensure Allens Training Pty Ltd RTO 0909 (hereinafter referred to as the RTO) maintains compliance against the Standards for NVR Registered Training Organisations 2025 Standard 2.7 and applicable legislative requirements.
- 1.2 It is the aim of the policy to provide clear and practical guidelines to ensure that complaints received from clients, students, staff, or other stakeholders can be resolved equitably and efficiently and in accordance with the principles of natural justice. In addition, it sets out the procedure for making a complaint.
- 1.3 This document is always publicly available on our website, in the Student Handbook or by contacting The RTO directly.

### 2. Scope

- 2.1 This policy relates to the RTO, its trainers and assessors and employed staff. It includes any third party providing services on behalf of the RTO, including their trainers and assessors and administration staff. It also covers students of the RTO and third party providers.
- 2.2 This right to a complaint also extends to persons seeking to enrol into a course with the RTO.

### 3. Policy Statement

- 3.1 The RTO understands that on occasion there may be instances of dissatisfaction and welcomes the opportunity for improvement through receiving complaints and feedback from a dissatisfied party so that a resolution can be found and an opportunity to consolidate the feedback into a review and improvement of our policies and practices.
- 3.2 The principles of natural justice and procedural fairness will be adopted at every stage of the complaint process.

- 3.3 The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision made about a complaint, as well as submit an appeal about an assessment decision (See Appeals Policy).
- 3.4 As a benchmark, the RTO will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interests of the RTO and the complainant. A complainant will be provided with regular updates to inform them of the progress of the complaint handling.
- 3.5 Where a complaints resolution exceeds thirty (30) days, and if for any reason is to exceed more than sixty (60) days, all parties will be provided with updates at a minimum of four (4) weekly intervals.
- 3.6 Initial contact and feedback may be lodged verbally, or through an advocate. At all times the complainant will be provided with an opportunity to have their complaint formally recorded. The RTO will encourage the complainant to suggest their desired outcome as a resolution from a complaint can be varied. It is important for the RTO to understand the complainant's expected outcome so that the matter can be resolved quickly and to the satisfaction of all parties.
- 3.7 A complaint may include, but is not limited to:

**General complaint**

- Complaints including dissatisfaction with services
- Marketing and promotional activity
- Personal safety
- Administration
- Behaviours of others
- Equity and access, discrimination, harassment, and bullying
- Sexual harassment
- Vilification
- Application or enrolment procedures
- Exclusions from events and facilities; and
- The use or misuse of personal information, breach of privacy

**Academic grievance**

- Course advice and enrolment
  - Suspension and/or cancellation of enrolment
  - Program delivery
  - Learning resources
  - Assessment
  - Issue of results, certificates, statement of attainment
- 3.8 When feedback is received, the RTO will investigate a complaint and will gather information concerning what has led up to the complaint from all parties involved.
- 3.9 Complaints are to be handled in the strictest of confidence. No RTO representative is to disclose information to any person without the permission of the CEO or General Manager of Regulatory Compliance. A decision to release information to third parties can only be made after the complainant has given permission for this to occur unless it's requested as part of ASQA's investigation or other regulatory investigation.
- 3.10 If a satisfactory outcome cannot be reached and the complaint is unresolved, arrangements will be made for an independent third party to review the complaint and any external costs associated with a third-party review will be disclosed to all parties in writing before proceeding.
- 3.11 The National VET Regulator (Australian Skills Quality Authority – ASQA) is not able to act as an independent third party to review complaints and cannot act as an advocate for an individual student.

- 3.12 Following the close of a complaint, The RTO will internally investigate the cause of the complaint and identify any appropriate corrective actions to reduce the likelihood of the issue reoccurring. This will form part of our continuous improvement process.

## 4. Procedures

### 4.1 How to make a complaint:

- By phoning 1300 559 064
- By emailing [rtocompliance@allenstraining.com.au](mailto:rtocompliance@allenstraining.com.au) or [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au)
- Download a copy of the Complaints Form from our website
- By completing a survey request following a course and request to be contacted by the RTO

### 4.2 Immediate Escalation of a Complaint

Where a complaint is received and is of a critical, urgent or legal nature and has been deemed to present significant risk to the RTO, its staff, a third-party delivering training on behalf of the RTO and/or the status of the Registered Training Organisation, the matter must be immediately referred the CEO, General Manager of Regulatory Compliance or General Manager of Operations.

### 4.3 Complaints – General

- a. General Manager of Regulatory Compliance will maintain the Complaints Register in Training Desk
- b. All evidence relating to a complaint will be maintained in a Ticket in Training Desk
- c. All Complaints (formal or informal) are to include the following information:
  - Submission date of complaint
  - Name and contact details of complainant
  - Nature of complaint
  - Date of the event which led to the complaint; and
  - Attachments or supporting evidence (if applicable)
- d. Must be acknowledged in writing within three (3) days of receipt
- e. If a staff member or third party delivering training on behalf of The RTO has been named in the Complaint – the complaint matter will be addressed with individual within five (5) working days of receipt of complaint. Response and supporting evidence will be provided to the General Manager of Regulatory Compliance for review
- f. General Manager of Regulatory Compliance will review the complaint including evidence received from all parties to provide a decision to complainant as soon as practicable after receiving the original complaint. This will include seeking a decision from the CEO where required.
- g. Where a matter cannot be resolved in less than thirty (30) days – an email must be provided to the complainant keeping them advised of progress as per this policy.
- h. If for any reason the complaint resolution process is to exceed more than 60 days, all parties will be kept notified every four (4) weeks as to progress by email from the General Manager of Regulatory Compliance.

### 4.4 Formal Complaints

- a. When a complaint cannot be resolved through informal discussion, the complainant will be asked to formalise their complaint or appeal in writing.
- b. Once a formal complaint is received in writing from the person making the complaint, the General Manager of Regulatory Compliance Manager will acknowledge receipt of the complaint in writing via email to the complainant within three (3) days of receipt.
- c. The General Manager of Regulatory Compliance will review and seek to identify the issue, level of risk and resolve the concern to avoid any further disruption to the complainant (where applicable). This may include seeking information or evidence from other Managers, staff, third parties delivering training on behalf of The RTO or students.

- d. Where risk is identified as critical or of major significance, the General Manager of Regulatory Compliance will escalate to CEO for review and decision.
- e. Where a complaint refers to an individual, the individual will be informed by the General Manager of Regulatory Compliance of the complaint and they will be invited to respond to the allegation either through discussion, or (written) correspondence.
- f. Any discussion held must be documented and evidence kept in the Training Desk Ticket along with details of the original complaint.
- g. A separate interview will be held by the CEO, General Manager of Operations, General Manager of Regulatory Compliance or members of the Management Team if the complaint is about a manager, or staff member.
- h. The General Manager of Regulatory Compliance will be responsible to inform the complainant and all parties in writing of the outcome of the complaint including the reasons for the decision and close the matter.

#### **4.5 Independent Support or Review:**

- a. Complainants have the right to access advice and support from independent external agencies and/or persons at any point of the complaint or appeals process (See Appeals Policy).
- b. Use of external services will be at the complainant's costs unless authorised by the RTO. The complainant will be made aware of any associated costs before referral.
- c. Matters referred externally will be managed by the CEO and General Manager of Regulatory Compliance.
- d. If the Complainant is not satisfied with the outcome decision, they can be referred to:

**National Complaints Hotline 13 38 73**

**Department of Education and Training  
National Training Complaints Hotline  
[Online Complaints link](#)**

- e. The RTO will give due consideration to any recommendation arising from the external review.

## **5. Responsibilities**

### **Handling of complaints**

- 5.1 The General Manager of Regulatory Compliance is responsible for handling of complaints and will be responsible to keep the CEO informed throughout the process.

### **Compliance, monitoring and review**

- 5.2 The General Manager of Regulatory Compliance is responsible for implementing, reviewing, monitoring and ensuring compliance with this policy.

### **Reporting**

- 5.3 No additional reporting is required.

### **Records management**

- 5.4 Employees must maintain all records in Training Desk relevant to administering this policy securely.

## 6. Definitions

### Terms and definitions

#### What is a complaint?

- A complaint is generally negative feedback about service or support the student experience as per the list located above.
- A complaint may be received by the RTO in any form and does not need to be formally documented by the complainant to be acted on.
- Complaints may be made by any person but are generally made by students and/or employers.

**Natural Justice** - is concerned with ensuring procedural fairness.

It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

**Complainant** – is someone lodging a complaint and can be an individual, a group or an entity/organisation.

**Third party** – a third party delivering training on behalf of the RTO

## 7. Related Legislation & Documents

[National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)

[National Vocational Education and Training Regulator Act 2011](#)

[ASQA Tip Off Line](#)

## 8. Feedback

8.1 Feedback about this document can be emailed to [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au).

## 9. Approval and Review Details

Approval Authority			Review Date
CEO			June and December of each year
Version	Effective Date	Author(s)	Description
Draft	02.09.2022	Ferne Robinson	Initial draft for review by Management Team
V1.0	05.09.2022	Ferne Robinson	Version 1
V1.1	01.04.2024	Ferne Robinson	Review and no changes made. Next review will be required when new RTO Standards are released.
V1.2	23.06.2025	Ferne Robinson	Review of policy with change references to "Standards for Registered Training Organisations (RTOs) 2015 to "Standards for NVR Registered Training Organisations 2025". Approved for implementation by the CEO.