

SP3 Complaints and Appeals

Version: 1

Policy Owner: Head of Training and Learning

Approved by: Head of Quality and Curriculum

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1.0 Purpose

The RTO is committed to maintaining an effective complaint and appeals management system aligned to the requirements of the Outcome Standards for Registered Training Organisations (OSRTOs 2025) and state funding contracts. As a result, the RTO has a policy and processes in place to manage and respond to complaints and appeals regarding our services, assessment outcomes, conduct of staff, and third party training and assessment providers who provide services on behalf of the RTO.

The purpose of this policy is to ensure that complaints and appeals are managed in a way that upholds the principles of fairness, transparency, and accountability and supports continuous improvement.

2.0 Scope

This policy applies to all employee, stakeholders, and associates of Selmar Institute of Education (121531) in relation to handling complaints and appeals. The policy covers complaints involving the RTO directly, its trainer/assessors, other staff, third party associates and learners. This policy includes all regulatory requirements that fall under the RTOs obligations as a registered training organisation.

3.0 Definitions

Term	Definition
Appeals	Means a request for a decision made by the RTO to be reviewed.
Complaint	Means a person's formal expression of dissatisfaction with any product or service provided by the RTO.
Complainant	Means the person making the complaint
Complainee	Means the person against whom a complaint is made
RTO	Means the Selmar Institute of Education (121531)
Services	Means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as learner counselling, mediation or ICT support.

4.0 Policy

- The RTO acknowledges the right to lodge a complaint when students, their employer and other relevant stakeholders are dissatisfied with the RTO's training and /or assessment services and experiences.
- The RTO will ensure that clients have access to a fair and equitable process for expressing complaints, and complaints will be managed with fairness and equity.
- In doing so, the RTO:

- ensures that the policy is publicly available.
- has written procedures in place for collecting and managing complaints in a constructive and timely manner.
- ensures that these procedures are communicated to all staff, third party partners and clients.
- ensures that all necessary documentation and resources are in place to enable clients to submit a complaint.
- ensures that each complaint and its outcome is recorded in the Feedback and Complaints register; and
- ensures that complaints and their outcomes are considered for continuous improvement initiatives and recorded in Continuous Improvement Register (if applicable).
- Learners are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned informally which means through conversation or adjustments on which both the parties agree.
- These principles, which will be adhered to by the RTO, apply to all stages of this complaint policy and procedure:
 - Develop a culture that views complaints as an opportunity to improve the business and how it operates.
 - Set in place a complaint handling and resolution procedure that is Learner focused and helps the business to prevent complaints from recurring.
 - Ensure that any complaints are resolved promptly, objectively and with sensitivity and with complete confidentiality.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all complaints will be kept for a period of five years to allow all parties to the complaint appropriate access to these records. These records will be kept strictly confidential and stored at Selmar Institute of Education. Access to these records may be requested by writing to the Head of Training and Learning.
- **For VSL learners:**
 - if the complaint is in relation to Selmar Institute of Education cancelling their course, the complaint is to be lodged within 28 days of being advised of the cancellation.
 - The RTO processes and procedures ensure a student is not victimised or discriminated against for:
 - seeking a review or reconsideration of a decision
 - using the provider grievance processes or procedures or
 - making an application for re-crediting the student's HELP balance
- If the RTO needs more than specified time to provide an outcome of the process, it will inform the complainant in writing providing the reasons.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training.

4.1 Types of Complaints

1.	Grievances (Informal Compliant)
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1.1	<p>Learners who are dissatisfied in any way with the services offered by the RTO or a third-party delivery training on the RTO's behalf which includes but are not limited to:</p> <ul style="list-style-type: none"> • Application process. • Induction process. • Assessment decision. • Deferment or Cancellation of studies process. • Facilities provided by the RTO e.g. toilets, kitchen facilities, resources etc. • Fees and Refunds • Staff member including Trainer/Assessor. <p>Learners are encouraged initially to attempt to resolve a complaint informally by talking directly with the person concerned to resolve the problem. If they are not satisfied with the response against their complaint, the learner can ask to be referred to the person's manager. This step is not mandatory, and a Learner may proceed directly to the Formal Complaint stages.</p>
2	Formal complaint
2.1	<p>Formal complaints should be submitted in writing to the Head of Training and Learning at the RTO via email info@selmar.edu.au The Complainant is invited to include suggestions about how the complaint might be resolved.</p> <p>The Head of Training and Learning will notify the Complainant of receipt of the complaint within 48 hours.</p> <p>The Head of Training and Learning or their nominee will then, if necessary, seek to clarify the outcome that the Learner hopes to achieve. At this time the Learner will be provided with an opportunity to formally present his or her case.</p> <p>The Head of Training and Learning will then assess the complaint, determine the outcome and advise the Complainant in writing of their decision within 5 working days.</p> <p>The Complainant will be advised of their right to lodge an appeal if they are not satisfied with the outcome of their formal complaint.</p>
3.	Appeals
3.1	<p>If the Complainant is not satisfied with the outcome of their formal complaint, they may lodge an appeal in writing with the Chief Executive Officer. The contact details of the RTO's CEO are available on National Training Register - 121531 Selmar Holdings Pty Ltd</p> <p>The Complainant's appeal will be determined by the Chief Executive Officer or a member of the Senior Leadership Team who wasn't involved in stage one, who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 10 working days.</p> <p>The Complainant will be advised of their right to request a review by an independent party if they consider the matter unresolved.</p>
4.	Independent Mediator

4.1	<p>If the Complainant is not satisfied with the outcome of their appeal, then an independent mediator can be requested through Resolution Institute (https://resolution.institute):</p> <p>Address: Suite 602, Level 6, Tower B, Zenith Centre, 821-843 Pacific Hwy, Chatswood NSW</p> <p>Phone: 02 9251 3366 Freecall: 1800 651 650</p> <p>Fax: 02 9251 3733 Email: infoaus@resolution.institute</p> <p>The RTO will contribute to a portion of the medication and will make every effort to minimise any cost incurred by the learner.</p> <p>The RTO will give due consideration to any recommendations arising from the external review of the complaint within 30 days of receipt of the recommendations and the CEO will ensure that they are fully implemented.</p>
5.	Further Action
5.1	<p>If the Complainant has been through all stages of this complaint handling process and remains unsatisfied with the outcome of their complaint, then they may:</p> <ul style="list-style-type: none"> • contact the National Training Complaints Hotline on 13 38 73 (Monday–Friday, 8am to 6pm nationally) or by completing an online complaint form • contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: www.asqa.gov.au • For VSL learners, contact the VET Student Loans Ombudsman - https://vet.ombudsman.gov.au/contact

4.2 Records Management

Records of all complaints and their outcomes are maintained securely.

Records of complaints include:

- How the complaint was dealt with.
- The outcome of the complaint.
- The timeframes for resolution of the complaint.
- The potential causes of the complaint; and
- The steps taken to resolve the complaint.

All documentation from Refund processes is maintained in accordance with Records Management Policy (See *Records Management Policy*).

4.3 Monitoring and Improvement

All complaints practices are monitored by the Head of Quality and Curriculum and will be discussed at Training and Learning Quality Assurance Committee meetings with areas for improvement identified and acted upon (See *Continuous Improvement Policy*).

5.0 Legislative Context

Name	Section
Outcome Standards for RTOs 2025	Quality Area 2
VET Student Loans	Clause 4.7.9
Victorian Skills First Program	Standard VET Funding Contract
NSW Smart and Skilled Program	NSW Quality Framework

6.0 Related Documents

Name	Document Type
SP3.1 Complaints and Appeals Procedure	Procedure
Learner Handbook	Manual
Feedback and Complaints Register	Register
Continuous Improvement Register	Register
Continuous Improvement Policy	Policy
Records Management Policy	Policy

8.0 Version Control and Revision Information

The RTO reserves the right to vary, replace or terminate this policy from time to time.

Version #	Approval Date	Approved By	Details
1	June 2025	HQC	Document creation to align with OSRTOs 2025