

Feedback, Complaints and Appeals Policy and Procedure

Overview

Standards Relevant: SRTO 2025 – Standards 2.7 & 2.8

National Code 2018: Standards 6 & 10

This policy outlines Global Institute of Education’s commitment to addressing feedback, complaints, and appeals fairly and transparently, in line with SRTO 2025 Standard 6 and National Code 2018 Standard 10. We ensure students and stakeholders have access to a clear process for raising concerns and appealing decisions. Feedback is valued for continuous improvement, with all parties treated equitably throughout the process.

1. Purpose

This policy ensures Global Institute of Education maintains a fair, accessible, and transparent process for handling student feedback, complaints, and appeals. It supports student rights and promotes a culture of continuous improvement by:

- Empowering VET students to raise concerns without fear of disadvantage
- Ensuring complaints and appeals are managed with fairness and impartiality
- Providing clear pathways for students to seek internal and external resolution
- Using student feedback and outcomes to enhance service quality and training delivery

2. Legislative Context

- SRTO 2025: Outcome 2 – Student Support, Division 5 – Standards 2.7 and 2.8
- National Code 2018: Standards 6 (Student Support) and 10 (Complaints & Appeals)

3. Scope

Applies to:

- All current, former, or prospective VET students at Global Institute of Education
- All staff, trainers, contractors, and third-party providers
- Any decision or action taken by Global Institute of Education or authorised personnel affecting a student

Note: Complaints may be made by any stakeholder, not just students.

4. Policy Statement

Global Institute of Education is committed to handling feedback, complaints, and appeals promptly, fairly, and confidentially. Both informal and formal processes are encouraged and managed with procedural fairness.

Key Commitments:

- Encourage informal resolution through open dialogue
- Provide a clear process for formal complaints and appeals
- Maintain confidentiality and fairness throughout the process
- Document and act on outcomes to inform continuous improvement



- Inform students of their rights and support options at all stages

5. Procedures

5.1 Access to Policy and Support

Students are informed of complaints and appeal rights:

- At orientation
- In the Student Handbook, Student Agreement, and website
- On request

Support available:

- Student Support Officers or nominated support people
- First Nations students may be referred to culturally appropriate services

5.2 Feedback & Complaints Process (Standard 2.7)

Submitting Feedback or Complaints:

- Verbally to staff (informal)
- In writing via the Feedback/Complaints Form
- Anonymously via suggestion boxes

Types of complaints may include:

- Service delivery
- Staff/student behaviour
- Third-party conduct

Required details:

- Description of the issue and impact
- Supporting evidence

Handling Process:

- Acknowledgement within 5 business days
- Investigation completed within 15 business days
- Both parties have the opportunity to present evidence
- No cost to students for attending resolution meetings
- Outcomes are documented and shared in writing

5.3 Appeals Process (Standard 2.8)

Grounds for Appeal:

- Assessment outcomes
- Disciplinary action
- Fee/refund decisions
- Other adverse decisions

Lodgment



- Submit via Complaints and Appeals Form within 10 business days

Escalation:

- Students may access the Overseas Students Ombudsman if unresolved internally

Appeal Handling:

- CEO oversees appeals and ensures fair process
- Appeal acknowledged within 5 business days
- Decision provided within 15 business days
- Global Institute of Education will not report a student for academic breaches until all appeal avenues are exhausted

5.4 Documentation & Outcome Communication

- All matters recorded in the Complaints & Appeals Register
- Students receive written notification with rationale and next steps
- Corrective actions are implemented where applicable

5.5 Continuous Improvement

- Quarterly reviews of complaints and appeals
- Improvement actions recorded in the Continuous Improvement Register
- Trends and risks identified and used to strengthen operations

Procedure	Responsibility
Inform students about the complaints and appeals process at orientation, via the Student Handbook, and on the website.	Student Support Officer
Provide students with access to the Complaints and Appeals Form when requested or when issues are raised.	Student Support Officer
Acknowledge receipt of the complaint or appeal in writing within 5 business days.	Student Support Officer
Forward the complaint to the RTO Manager or the relevant authority for investigation.	Student Support Officer
Conduct an impartial investigation into the complaint, allowing both parties to present evidence.	RTO Manager / Academic Manager
Invite the complainant and support person (if applicable) to attend a resolution meeting at no cost.	RTO Manager / Academic Manager



Provide a written outcome to the complainant within 15 business days of receiving the formal complaint.	RTO Manager / CEO
Accept appeals submitted within 10 business days of the original outcome and acknowledge receipt in writing.	CEO
Request additional evidence from the appellant if required and assess appeal fairly and promptly.	CEO
Provide written notification of the appeal outcome within 15 business days unless an extension is required.	CEO
If unresolved, refer the student to an external body such as the Overseas Students Ombudsman.	Student Support Officer
Do not report students for course progress or attendance breaches while appeals are in progress.	Compliance Officer / RTO Manager
Record all complaints and appeals in the Complaints & Appeals Register, including outcomes and timelines.	Compliance Officer
Implement corrective or preventative actions if a complaint or appeal is upheld.	RTO Manager / CEO
Review complaints and appeals quarterly to identify trends and opportunities for improvement.	Compliance Officer / RTO Manager
Log systemic issues and actions taken into the Continuous Improvement Register.	Compliance Officer