



Scope

This document has been developed to ensure the effective management and processing of all concerns, complaints and appeals in accordance with the Standards for Registered Training Organisations 2025.

This procedure has been developed in accordance with Outcome: 2.7 and 2.8.

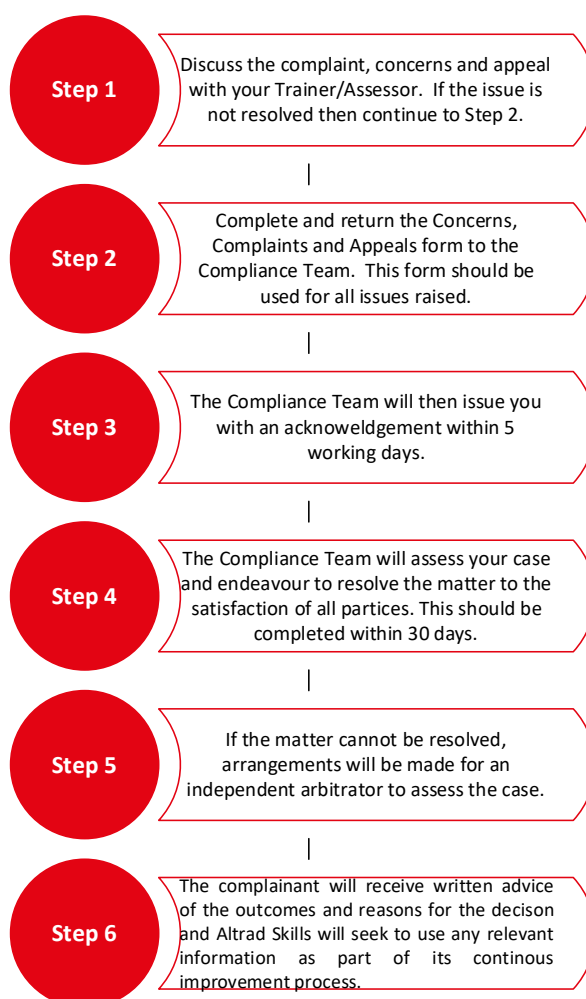
AltradSkills acknowledges a learner's right to lodge a concern, complaint or appeal when they are dissatisfied with the services they have been provided.

AltradSkills will ensure that the learner has access to a fair and equitable process and that we will manage issues with fairness and equity, ensuring the principles of procedural fairness are adopted at every stage of the process.

All applicants will be provided with a copy of the RTO Learner Handbook which provides details on how Concerns, Complaints and Appeals are managed.

Process Map

For any concerns, complaints or appeals (regarding a staff member, other learners or third party) the following process should be followed:



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Where a complaint takes longer than 30 days to resolve, a member of the RTO Compliance Team will ensure the complainant is kept informed.

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Procedure

1. Appeals Against Assessment Decisions

Such complaints are dealt with in accordance with the Standards for RTO 2025 and are therefore subject to additional steps to reach resolution. Steps one to four (above) should be followed and before proceeding:

- The RTO Compliance team will seek guidance from a second Assessor who is vocationally competent in the same area of expertise
- If the second Assessor reaches the same outcome, the RTO Compliance team will refer the matter to an independent external Assessor.
- If the external Assessor upholds the outcome but the learner is still not satisfied, then the matter can be referred to ASQA.

2. Resolution timeframe

All formal complaints will be responded to efficiently within a reasonable timeframe, normally within 30 days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.

Where more than 30 calendar days are required to process and finalise a complaint, the Complainant will be:

- Informed in writing reasons why more than 30 calendar days are required; and
- Regularly updated on the progress of the matter

3. Record keeping and confidentiality

Records of all training complaints are maintained securely. Records of complaints include:

- How the complaint was dealt with
- The outcome of the complaint
- The time frames for resolution of the complaint
- The steps taken to resolve the complaint

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Training Concerns Complaints and Appeals

AMS-AUS-PR-003-0026



A written record of all complaints handled under this policy and procedure and their outcomes will be maintained for a period of at least five (5) years to allow all parties to the complaint appropriate access to these records. Information gathered through complaints may be used to inform continuous improvement initiatives.

All records relating to complaints will be treated as confidential and will be covered by the RTO's Privacy and Data Protection Procedures; AMS-AUS-PR-003-0004.

4. Non-limitation

This procedure and any related documents do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedures limits the rights of individuals to take action under Australia's Consumer Laws.

Key Related Documents

Reference Number	Document
AMS-AUS-F-0551	RTO Training Continuous Improvement Register
AMS-AUS-F-0556	RTO Concerns Complaints and Appeals Form
AMS-AUS-F-0557	RTO Complaints and Appeals Register
AMS-AUS-PR-003-0004	RTO Privacy and Data Protection Procedure

Revision Details

Rev No.	Date	Details of the Amendments	Prepared	Reviewed	Approved
00	11/10/2019	Issued for use			
01	02/06/2025	Update AMS Number with the new numbering system Old AMS No. AMS-AUS-PR-03-20 RTO Training Complaints and Appeals	Document Controller	Riannon Capelinha	Aaron Smith
02	30/04/2025	Update to comply with Standards for NVR Registered Training Organisations 2025	Amit Bahl	Aaron Smith	Aaron Smith
03	10/06/2026	Updates made based on the suggestion from RTO consultant	Sheevaun Gallacher	Amit Bahl	Aaron Smith

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