



Student Feedback, Complaints and Appeals Policy

Organisation: Australian Leading Institute of Technology (ALIT) **RTO Code:** 45156

Quality Area: 2 – VET Student Support **Standard:** RTO Standards 2025 – Standard 10 / ESOS National Code Standard 10 **Document Owner:** CEO / Director of Student Services **Review Cycle:** Annual

Version: 1.0 **Effective Date:** April 2026

1. Purpose

This policy provides a fair, transparent, and accessible process for learners to raise concerns, lodge complaints, and appeal decisions made by ALIT. It also establishes ALIT's commitment to using feedback and complaints to drive continuous improvement.

2. Scope

Applies to all enrolled learners (domestic and international) and all ALIT staff involved in resolving complaints or appeals.

3. Policy Statement

ALIT takes all learner feedback seriously. Every learner has the right to have their concerns heard and addressed without fear of discrimination or disadvantage. ALIT commits to resolving complaints and appeals fairly, promptly, and confidentially, and to learning from every complaint to improve its services.

4. Definitions

Term	Definition
Feedback	General comment or suggestion about ALIT's services, delivery, or facilities
Complaint	A formal expression of dissatisfaction about ALIT's services, staff, or decisions
Appeal	A formal request to review a decision made by ALIT (e.g., assessment decision, RPL outcome, enrolment refusal)

5. Feedback

- Learners may provide feedback at any time through: feedback forms, surveys, direct communication with staff, or the online portal
- ALIT conducts a formal learner satisfaction survey at the end of each unit or qualification
- Feedback data is reviewed by the Director of Training and Director of Student Services and entered into the Continuous Improvement Register
- Learners will be informed of how their feedback has contributed to improvements where applicable

6. Complaints Procedure

6.1 Stage 1 – Informal Resolution

1. The learner raises the concern with the relevant trainer or staff member directly
2. The staff member attempts to resolve the matter within **5 business days**
3. If resolved, the outcome is noted by the staff member and communicated to the learner

6.2 Stage 2 – Formal Complaint

If the matter is not resolved informally, the learner may lodge a formal complaint:



1. The learner completes a **Complaints Form** (available from the Student Support Officer or ALIT's website)
2. The complaint is submitted to the Student Support Officer or Director of Student Services
3. Acknowledgement of receipt is provided within **2 business days**
4. An investigation is conducted by a staff member with no conflict of interest
5. The learner is kept informed of progress throughout the investigation
6. A written outcome is provided to the learner within **20 business days** of lodgement
7. The complaint and outcome are recorded in the Complaints Register

6.3 Stage 3 – External Review

If the learner is not satisfied with the formal complaint outcome, they may seek external review:

Domestic Learners:

- Australian Skills Quality Authority (ASQA): www.asqa.gov.au
- Relevant state/territory ombudsman or fair trading office

International Learners (CRICOS):

- Overseas Students Ombudsman (OSO): www.ombudsman.gov.au/OSO
- The OSO process is free and available throughout the formal complaints process

ALIT will:

- Not charge the learner any fee to access external review
- Maintain the learner's enrolment during the complaints/appeals process (unless exceptional safety circumstances apply)
- Abide by any decision made by an external body

7. Appeals Procedure

Appeals are requests to review a specific ALIT decision. Common grounds for appeal include:

- Assessment competency decision (C or NYC)
- RPL or Credit Transfer outcome
- Enrolment refusal or cancellation
- Suspension or expulsion decision
- Attendance warning or course progress decision

7.1 Lodging an Appeal

1. The learner completes an **Appeal Form** within **20 business days** of the decision being notified
2. The appeal is submitted to the Director of Student Services
3. Acknowledgement of receipt is provided within **2 business days**

7.2 Appeal Review

- Appeals are reviewed by a senior staff member or panel not involved in the original decision
- For assessment appeals, a different qualified assessor reviews the evidence
- The learner may present additional evidence or make a written submission
- A written outcome is provided within **20 business days** of lodging the appeal

7.3 External Appeal

If the learner is not satisfied with the outcome, they may seek external review as outlined in Section 6.3 above.

8. Continuous Improvement

- All complaints and appeals are recorded in the Complaints and Appeals Register
- The register is reviewed quarterly by the Director of Student Services
- Trends or recurring issues are escalated to the CEO and entered into the CI Register
- Complaint data informs the annual policy review cycle



9. Roles and Responsibilities

Role	Responsibility
CEO	Receive escalations; ensure external review rights are upheld
Director of Student Services	Oversee complaints and appeals process; conduct formal investigations
Student Support Officer	Receive and acknowledge complaints; maintain register
Trainers / Assessors	Attempt informal resolution; participate in appeal reviews
Compliance Officer	Analyse trends; update CI Register

10. Related Documents

- Policy: Assessment Principles and Practice
- Policy: RPL and Credit Transfer
- Policy: Monitoring Student Progress
- Policy: Enrolment and Admissions
- Policy: Continuous Improvement System (CIS)

11. Review and Approval

Version	Date	Approved By	Changes
1.0	April 2026	CEO, ALIT	Initial issue