

Complaints and Appeals Policy

Purpose

Agri Training Solutions is committed to providing a **fair, transparent, accessible, and timely process** for managing complaints and appeals. This policy ensures that learners, staff, and other stakeholders can raise concerns or appeal decisions without fear of disadvantage, in accordance with the **Standards for RTOs 2025** and ASQA practice guidance.

This policy supports learner protection, assessment integrity, and continuous improvement across all training and assessment activities, including delivery in **rural and remote agricultural environments**.

Scope

This policy applies to:

- all learners
- staff, contractors, trainers, and assessors
- complaints and appeals relating to:
 - training and assessment
 - RPL and credit transfer decisions
 - learner support and wellbeing
 - behaviour, safety, or discrimination
 - administrative or certification matters

Policy Statement

Agri Training Solutions ensures that:

- complaints and appeals are managed **fairly, objectively, and confidentially**
- individuals are not disadvantaged for lodging a complaint or appeal
- processes are accessible and clearly communicated
- decisions are evidence-based and documented
- outcomes are used to inform **continuous improvement and risk management**

Definitions

Complaint

An expression of dissatisfaction relating to training, assessment, services, staff behaviour, safety, or organisational processes.

Appeal

A request for review of a decision, including assessment outcomes, RPL decisions, or administrative determinations.

Lodging a Complaint or Appeal

Complaints and appeals may be lodged:

- verbally with a trainer or Director
- in writing via the **Complaints and Appeals Form** on the ATS website
- by email or other agreed communication methods

Learners are informed of this process through:

- the Student Guide
- the ATS website
- induction and enrolment communications

Support is provided for learners in **rural or remote locations**, including alternative communication methods where internet access is limited.

Complaints Handling Process

1. Complaint received and acknowledged
2. Details recorded in the Complaints Register
3. Complaint reviewed by a Director or delegated independent person
4. Investigation conducted where required
5. Outcome determined and communicated in writing
6. Corrective actions implemented where necessary

Complaints are managed promptly and respectfully.

Appeals Handling Process

1. Appeal received and acknowledged
2. Original decision reviewed independently
3. Evidence and assessment records examined
4. Outcome determined and communicated in writing
5. Records updated in the LMS where applicable

Where possible, appeals are reviewed by a person **independent of the original decision**.

If internal independence cannot be achieved due to organisational size, an **external independent reviewer** will be engaged.

Timeframes

- Complaints and appeals are acknowledged promptly.
 - Outcomes are provided within **reasonable and transparent timeframes**, considering the complexity of the matter.
 - Learners are informed if additional time is required.
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External Review

If a complainant or appellant is not satisfied with the outcome, they may request an external review or escalate the matter to the relevant regulator or authority.

Information about external options is provided upon request.

Confidentiality and Natural Justice

- All matters are handled confidentially and impartially.
- Natural justice principles apply, including:
 - the right to be heard
 - the right to an unbiased decision-maker
- Records are securely stored in accordance with the **Record Keeping Policy**.

Roles and Responsibilities

Directors

- Ensure complaints and appeals are managed appropriately.
- Ensure independence and fairness in decision-making.
- Review trends and approve improvement actions.

Trainers and Assessors

- Inform learners of their rights.
- Refer complaints and appeals promptly.
- Participate in reviews when required.

Administrative and Compliance Staff

- Maintain complaints and appeals records.
- Support communication and documentation.

Continuous Improvement and Risk Management

- Complaints, appeals, and feedback are reviewed regularly to identify:
 - systemic issues
 - training or assessment risks
 - opportunities for improvement
- Actions are recorded in the **Continuous Improvement Register**.
- Outcomes inform policy review, staff development, and risk treatments.

Evidence of Compliance

The following records are retained as evidence:

- complaints and appeals forms

- investigation records and outcomes
 - LMS assessment and outcome records
 - Continuous Improvement Register entries
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Related Policies and Documents

[Code of Conduct](#)

[Training and Assessment Policy](#)

[Validation Policy](#)

[Recognition \(RPL and Credit Transfer\) Policy](#)

[Access and Equity Policy](#)

[Anti-Discrimination, Harassment and Bullying Policy](#)

[Risk Management Policy](#)

[Record Keeping Policy](#)