



TRAINING & PERSONNEL AUSTRALIA

ABN: 56 234 187 541

24/7 Ph: 1300 TOP JOB / RTO# 41096



COMPLAINTS AND APPEALS POLICY

Purpose

Training and Personnel Australia (TPA) is committed to providing a fair, transparent, accessible and responsive process for managing complaints and appeals.

This policy ensures that complaints and appeals are managed consistently, confidentially and in accordance with the principles of natural justice and procedural fairness.

Scope

This policy applies to:

- Learners and prospective learners
- Employees
- Trainers and Assessors
- Contractors and third-party providers
- Visitors and stakeholders

Policy Statement

TPA recognises the right of all persons to raise concerns, make complaints and lodge appeals regarding training, assessment, workplace conduct, organisational practices or decisions that affect them.

TPA is committed to:

- Providing a fair and accessible complaints and appeals process.
- Managing complaints and appeals promptly and professionally.
- Protecting the rights of all parties involved.
- Maintaining confidentiality where reasonably practicable.
- Preventing victimisation or adverse treatment of persons involved in a complaint or appeal.
- Using complaints and appeals outcomes to support continuous improvement.

Definitions

Complaint - A complaint is an expression of dissatisfaction regarding:

Training delivery;

Assessment services;

Administrative processes;

Customer service;

Organisational decisions;

Staff conduct;

Student conduct;

Contractor conduct;

Third-party provider conduct; or

Any matter affecting a person's experience with TPA.

Appeal - An appeal is a request for a review of a decision made by TPA, including:

- Assessment outcomes;
- Recognition decisions;
- Administrative decisions;
- Complaint outcomes; or
- Any decision affecting a learner's participation or progression.

Principles

TPA will ensure that:

- Natural justice and procedural fairness are applied.
- Complaints and appeals are treated seriously.
- Matters are handled impartially and without bias.

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- Persons involved are treated respectfully.
- Confidentiality is maintained where reasonably practicable.
- All parties are given an opportunity to present their views.
- Decisions are evidence-based.
- Victimisation is not tolerated.
- Complaints and appeals are resolved as soon as reasonably practicable.
- Continuous improvement opportunities are identified and implemented.

Complaints

Complaints may relate to:

- Training and assessment services;
- Trainer, assessor or staff conduct;
- Student conduct;
- Contractor or third-party conduct;
- Bullying;
- Harassment;
- Sexual harassment;
- Discrimination;
- Victimisation;
- Aggressive or inappropriate behaviour;
- Psychosocial hazards;
- Workplace health and safety concerns;
- Facilities, resources or equipment; or
- Any other matter affecting a learner, worker or stakeholder.

Complaints Process

Step 1 – Informal Resolution

Where appropriate, the complainant is encouraged to discuss the matter directly with the person involved or with a Trainer, Assessor, Supervisor, Manager or the CEO.

Many concerns can be resolved informally without the need for a formal complaint.

Step 2 – Formal Complaint

Where informal resolution is not appropriate or has been unsuccessful, a complaint may be lodged:

- Verbally;
- By email;
- In writing; or
- Through the Complaints Form.

Complaints may be submitted at any time. Complainants are encouraged to raise concerns as soon as reasonably practicable.

Step 3 – Acknowledgement

TPA will acknowledge receipt of the complaint in writing within five (5) business days.

Step 4 – Investigation

The complaint will be reviewed and investigated by an appropriate person who is independent of the matter where reasonably practicable.

The investigation may include:

- Interviews;
- Consultation with relevant parties;
- Review of documents and records;

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- Review of relevant policies and procedures;
- Risk assessments where required.

Step 5 – Outcome

The complainant will be advised in writing of:

- Investigation findings;
- Actions taken;
- Corrective actions implemented;
- Review options available.

Step 6 – Internal Review

If the complainant is not satisfied with the outcome, they may request an internal review by the CEO or a delegated independent person.

Appeals

An appeal may be lodged where a person believes a decision made by TPA was unfair, incorrect or inconsistent with organisational requirements.

Appeals Process

Step 1 – Appeal Submission

Appeals may be submitted verbally, by email, in writing or through the Appeals Form.

Step 2 – Acknowledgement

TPA will acknowledge receipt of the appeal within five (5) business days.

Step 3 – Independent Review

The appeal will be reviewed by a person who was not directly involved in the original decision wherever reasonably practicable.

Step 4 – Outcome

The appellant will be advised in writing of:

- Findings;
- Outcome;
- Reasons for the decision;
- Further review options.

Independent Review

Where a complainant or appellant remains dissatisfied following completion of the internal process, they may request an independent external review.

Any costs associated with external review will be communicated to the complainant or appellant prior to engagement.

Timeframes

TPA aims to resolve complaints and appeals as soon as reasonably practicable.

Where a complaint or appeal cannot be finalised within sixty (60) calendar days:

- The complainant or appellant will be advised in writing of the reasons for the delay; and
- Regular progress updates will be provided.

Third-Party and Regulatory Reporting

Where required by contractual, partnership or regulatory obligations, complaints, appeals, incidents, hazards, safety concerns or regulatory correspondence that may affect health and safety, training delivery, student outcomes, compliance obligations or contractual arrangements shall be reviewed by management and reported to relevant third-party stakeholders within the required timeframes.

Privacy and Confidentiality

TPA will manage personal information collected through the complaints and appeals process in accordance with the Privacy Act 1988 and organisational privacy requirements.

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Information will only be disclosed to persons directly involved in managing, investigating or reviewing the matter, unless otherwise required by law.

No Victimisation

TPA will not tolerate victimisation, discrimination, intimidation or adverse treatment of any person who:

- Makes a genuine complaint;
- Lodges an appeal;
- Participates in an investigation; or
- Assists another person through the process.

Roles and Responsibilities

CEO / Management

Responsible for:

- Ensuring this policy is implemented and maintained.
- Managing complaints and appeals appropriately.
- Monitoring outcomes and trends.
- Implementing corrective actions and improvements.

Employees, Trainers and Assessors

Responsible for:

- Responding appropriately to concerns.
- Supporting complainants and appellants.
- Participating in investigations where required.
- Maintaining confidentiality.

Learners, Contractors and Visitors

Responsible for:

- Raising concerns respectfully.
- Providing accurate information.
- Participating in the process in good faith.

Records Management

TPA will maintain secure records of:

- Complaints;
- Appeals;
- Investigations;
- Outcomes;
- Corrective actions; and
- Continuous improvement activities.

Records will be managed in accordance with organisational records management requirements.

Legislative and Regulatory References

- Standards for Registered Training Organisations (RTOs) 2025
- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Regulation 2011 (Qld)
- Anti-Discrimination Act 1991 (Qld)
- Privacy Act 1988 (Cth)
- Applicable Queensland Codes of Practice
- Relevant contractual and third-party obligations

Related Documents

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- Access and Equity Policy
- Student Code of Conduct
- WHS Policy
- WHS Procedure
- Hazard Identification and Reporting Procedure
- Incident Reporting and Investigation Procedure
- Issue Resolution and Reporting Process
- Continuous Improvement Policy
- Privacy Policy

Monitoring and Continuous Improvement

Complaints and appeals data will be reviewed regularly to identify trends, opportunities for improvement and corrective actions.

Outcomes will be considered during management reviews and continuous improvement activities.

Document Owner: Jasmin Whittle **Position:** CEO **Version:** 3 **Effective Date:** 19/06/2026 **Review Date:** 19/06/2027

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