



DEFINITIONS

-  **Complaint:** A complaint is a formal expression of dissatisfaction regarding a service, decision, or action taken by Academia. It is generally negative feedback about services provided or rendered, or in regards to a particular staff members actions or behaviours that have resulted in an unwelcomed experience. A complaint may also be referencing an experience informally reported to the RTO that had the opportunity to be addressed, however continues to be displayed.
-  **Appeal:** An appeal is an application or request by a student for reconsideration of an unfavourable decision or finding during training and/or assessment, or in response to a request such as a refund.

PURPOSE

This policy and procedure outlines the approach to managing complaints and appeals within Academia (RTO #45593). Academia is committed to ensuring that all complaints and appeals are resolved promptly, equitably, and confidentially in accordance with relevant legislation, including the *Standards for Registered Training Organisations (RTO's) 2025*.





SCOPE

This policy applies to all students, staff, contractors and stakeholders of Academia. It covers complaints and appeals related to academic matters, administrative processes and other concerns that may occur in Academies' operations.

All employees, contractors and students are responsible for understanding and complying with this policy and procedure.


POLICY STATEMENT

Academia values all feedback and is committed to the continuous improvement of our operations. As a result, Academia will:

-  Ensure all complaints and appeals are treated seriously, promptly and confidentially;
-  Provide clear information to all parties involved regarding their rights and responsibilities;
-  Facilitate a fair and transparent resolution process, free from discrimination or bias; and
-  Ensure that no student or staff member is victimised as a result of a complaint or appeal.

RELATED DOCUMENTS

This *Policy and Procedure* should be read in conjunction with the following Academia Forms, Policies and/or Procedures:

-  Academia Complaint Form
-  Academia Student Handbook
-  Academia Code of Conduct
-  Academia Continuous Improvement Policy and Procedure
-  Academia Privacy Policy

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COMPLAINTS & APPEALS

Complaint: A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Academia in any form (email, phone, or via our Complaint Form) and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by Students.

Appeal: An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment, or a complaint decision. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Academia within 28 days of the student being informed of the decision or finding.

Complaints and Appeals are encouraged in the event a student or affected individual feels urged to lodge a notification based on an interaction(s) that may be experienced: during assessment with a Trainer & Assessor; during a class session; via written or verbal communications with an Academia representative; and/or whilst at an Academia premises.

The Staff at Academia Pty Ltd are elected for a purpose; that their values align with the companies; although they can be disappointing to receive, they're considered valuable feedback and will be utilised in a way that allows Academia to further grow and develop as a reputable, trustworthy Registered Training Organisation. This results in enhancing our processes; improving the delivery of content; and/or further developing communication methods and behaviours where appropriate.

Students may lodge a complaint regarding fees and charges through the *Complaints and Appeals Policy*, available on the Academia website or by contacting the Operation Managers with the details provided on page one (1) of this *Fees and Charges Policy*

COMPLAINTS PROCESS

STEP 1	<p>Informal Resolution</p> <ul style="list-style-type: none"> Should a student, employee or contractor approach Academia with a verbal or complaint, the CEO will first attempt to understand if the complaint is a substantiated claim and subsequently coordinate an apology to the complainant from the respondent (the individual the complaint was made about) The CEO will communicate an empathetic notion of sincere understanding on behalf of Academia. All correspondence is reported on in the <i>Academia Complaints and Appeals Register</i>. Where this is not an option, whether the complaint is substantial, or the complainant is really offended, step 2 is initiated.
STEP 2	<p>Lodging a Complaint</p> <ul style="list-style-type: none"> Anyone who requests to lodge a formal complaint is provided Academies' official <i>Complaint Form</i> to describe and explain the complaint in writing. Where the complainant experiences weaknesses in LLN and therefore experiences difficulty in expressing the complaint in writing, they will be offered the opportunity to have someone write their complaint via verbatim. Academia Pty Ltd understands that this may be a sensitive issue for the Complainant; they may be embarrassed, angry or nervous lodging a complaint or appeal, however Academia will be supportive throughout the process for the safety and well-being of the complainant.
STEP 3	<p>Receipt and Acknowledgement of Complaint</p> <p>Academia will acknowledge all written complaints or appeals within five (5) business days of receiving the written communication by responding to the complainant via email – this response will also contain Academia's <i>Complaints and Appeals Policy and Procedure</i> that further details the process, steps, and timeframes for resolution.</p>
STEP 4	<p>Investigation</p> <p>An independent and impartial investigation will be conducted – all relevant information will be gathered, and parties involved will have the opportunity to present their case.</p>



STEP 5	Decision A decision will be made based on the evidence provided, the outcome may include supporting, dismissing, or partially upholding the complaint or appeal.
STEP 6	Resolution and Communication <ul style="list-style-type: none"> The complainant and respondent will be notified of any decision and actions that have resulted from the investigation within twenty (20) business days of the formal lodgement. Should the Complainant be dissatisfied with the outcome, they may request a review of the decision and appeal to have another Academia Manager review and resolve the complaint who was not previously involved in the process.
STEP 7	Record Keeping and Continuous Improvement All complaints and appeals are to be logged appropriately and securely on the <i>Academia Complaints and Appeals Register</i> and are to be retained for a minimum of five (5) years.

APPEALS PROCESS

The purpose of this *Appeals Process* is to ensure that students have access to a fair, transparent, and timely process to appeal any decision made by Academia that affects their training, assessment outcomes, or other services.

This policy applies to all students, staff, and stakeholders of Academia Pty Ltd who wish to appeal a decision.

STEP 1	Lodging a formal Appeal If the complaint was not resolved, the Complainant may submit a formal appeal in writing within 20 working days of the decision being communicated. The appeal should include: <ul style="list-style-type: none"> The reason for the appeal Supporting evidence (where applicable) Desired outcome Submit to Academia's CEO at ceo@builtbyacademia.edu.au
STEP 2	Receipt and Acknowledgement of Appeal Academia will acknowledge receipt of the appeal within five (5) working days and commence the investigation.
STEP 3	Investigation and Review An independent staff member (not involved in the original decision) will: <ul style="list-style-type: none"> Review the appeal and supporting documentation Interview relevant parties (if required) Make a decision within ten (10) working days (or provide a written explanation should additional time be required)
STEP 4	Notification of Outcome The appellant will be advised in writing of the outcome, including: <ul style="list-style-type: none"> The decision and reasons Any corrective actions Their right to further appeal if dissatisfied
STEP 5	External Review (if unresolved) If the student is not satisfied with the outcome, they may request an external review through <div style="display: flex; justify-content: space-between;"> <div> A) National Training Complaints Hotline Phone: 13 38 73 https://www.education.gov.au/NTCH </div> <div> B) ASQA (Australian Skills Quality Authority) Contact the regulatory body Website: https://www.asqa.gov.au </div> </div>



COMPLAINTS AND APPEALS POLICY & PROCEDURE

Records and Confidentiality

- All appeal records will be maintained securely for a minimum of five years.
- Appeals will be treated confidentially and without prejudice.

This policy and procedure will be reviewed annually to ensure effectiveness and compliance with regulatory requirements.



CHECKLIST COMPLIANCE: The Standards for Registered Training Organisations (RTOs) 2025

The following table maps Academia's Complaints and Appeals Policy and Procedure against the relative obligations, expectations, requirements and governing legislation as outlined in the Standards for Registered Training Organisations (RTOs) 2025

OUTCOME STANDARDS - National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025		
QUALITY AREA	DIVISION	STANDARD
QUALITY AREA 2 VET Student Support	DIVISION 5 Complaints and Appeals	Standard 2.7 - Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation.
QUALITY AREA 2 VET Student Support	DIVISION 5 Complaints and Appeals	Standard 2.8 - Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student.
QUALITY AREA 4 Governance	DIVISION 1 Leadership and Accountability	Standard 4.1 - An NVR registered training organisation operates with integrity and maintains accountability for the delivery of quality services.
QUALITY AREA 4 Governance	DIVISION 3 Continuous Improvement	Standard 4.4 - An NVR registered training organisation undertakes systematic monitoring and evaluation of the organisation to support quality delivery and the continuous improvement of services.

