

Feedback, Complaints, and Appeals Management

Policy and Procedure

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Director Approval:

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Purpose

Blended Learning International is committed to ensuring feedback, complaints, and appeals are handled professionally, confidentially, and in a timely manner. This policy ensures procedural fairness for all stakeholders while fostering continuous improvement of services in accordance with Standards 2.7 and 2.8

Scope

This policy applies to:

- Students
- Trainers, Facilitators
- Administration Officers
- Directors
- Third-party providers (if applicable)

Feedback and Complaints Management

Blended Learning International operates a structured complaints system to:

- Allow complaints and feedback regarding our organisation, staff, or third-party providers (if applicable)
- Ensure all parties are treated fairly
- Provide clear timeframes for resolution
- Offer avenues for further action if a complaint is unresolved

Complaints Process

- Complaints must be submitted in writing using the Complaints and Appeals Form.
- Complaints will be acknowledged within five (5) business days.
- The RTO Management team will assess and investigate the complaint within ten (10) business days.
- If resolved, a formal written outcome will be provided within 60 calendar days.
 - If unresolved, an independent third-party mediator (Conflict Resolution Services) may be engaged. The cost is shared 50/50 between Blended Learning International and the complainant.
- If still unsatisfied, the complainant may escalate the issue to ASQA (Australian Skills Quality Authority).
- Complaints and resolutions will be recorded securely and discussed in management meetings for continuous improvement.

Appeals Management

Blended Learning International provides a fair and accessible appeals system to allow students to appeal decisions affecting them, including assessment outcomes.

Appeals Process

- Appeals must be submitted in writing using the Complaints and Appeals Form.
- Appeals will be acknowledged within five (5) business days.
- The RTO Management team will review and investigate the appeal within ten (10) business days.
- If resolved, a formal written outcome will be provided within 60 calendar days.
 - If unresolved, an independent review may be requested at no or low cost to the appellant.
- Students may escalate the matter to ASQA if dissatisfied with the outcome.
- Appeals and resolutions will be securely stored and used for continuous improvement.

Continuous Improvement

- Complaints and appeals data will be reviewed regularly to identify patterns and inform policy updates.
- Staff will be trained in procedural fairness and best practices.
- Information on feedback, complaints, and appeals processes will be publicly available to all students and stakeholders.

Responsibilities

Role	Responsibility
CEO/Director	Ensure strategic oversight and policy implementation.
Trainers & Assessors	Open to positive feedback and complaints and appeals to training and assessment
Student Support Officers	Provide guidance, support, and respond to feedback, complaints and appeals.
Students	To provide feedback and or complain free of bias and apply for appeal free of bias

Review and Evaluation

- This policy is reviewed annually by the Compliance Manager and approved by the CEO to ensure it remains current and effective.