



Feedback, Complaints, and Appeals Policy & Procedures

Table of Contents

- 1. Document Control..... 2**
- 2. Purpose..... 2**
- 3. Legislative Context 2**
- 4. Scope..... 3**
- 5. Policy Statement..... 3**
- 6. Procedures 4**
 - 6.1 Access to Information & Support 4
 - 6.2 Feedback & Complaints (Standard 2.7)..... 4
 - 6.3 Appeals (Standard 2.8)..... 6
 - 6.4 Recording & Reporting Outcomes 7
 - 6.5 Continuous Improvement..... 8
- 7. Roles & Responsibilities 8**
- 8. Related Documents 8**
- 9. Revision 8**
- Student Complaint Rectification Flowchart 10

1. Document Control

Document Title	Feedback, Complaints, and Appeals Policy & Procedures
Policy Owner	CEO
Approved By	CEO
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2. Purpose

The aim of this policy is to ensure **Brighton Institute of Technology (BIT)** has a clear, fair, and supportive process for handling feedback, complaints, and appeals.

This system enables VET students and other stakeholders to:

- Share feedback (positive or constructive)
- Raise concerns about services or decisions
- Request a formal review of decisions that affect their training

Our approach prioritises **transparency, accessibility, and fairness**, so every person feels safe to speak up without fear of disadvantage.

Through this policy, we commit to:

- Respecting student rights – Allowing them to express dissatisfaction about training delivery, assessment, support services, staff conduct, or administration.
- Fair decision-making – Ensuring impartial handling, procedural fairness, and timely resolution.
- Clear appeal rights – Providing transparent processes for review of decisions, including assessment outcomes, with access to external resolution bodies if needed.
- Using feedback for improvement – Analysing all feedback and complaints to strengthen quality and student experience.

3. Legislative Context

This policy complies with:

- **Outcome Standards for NVR RTOs 2025** – Outcome 2: VET Student Support, Division 5: Feedback, Complaints, and Appeals (Standards 2.7 & 2.8).
- **National Code of Practice 2018** – Standard 6 (Student Support Services) and Standard 10 (Complaints and Appeals).

4. Scope

This policy applies to:

- a. All current, prospective, and former VET students of **BIT**
- b. All staff, contractors, and third-party providers acting on behalf of **BIT**
- c. Any decision or action by **BIT** or its representatives that impacts a student

Note: Complaints can be lodged by students, staff, contractors, or other stakeholders.

5. Policy Statement

We aim to build a culture where:

- a. VET Students' feedback is valued and welcomed.
- b. Concerns are addressed quickly and fairly.
- c. Students and staff understand their rights and responsibilities.
- d. Complaints are handled confidentially, without discrimination or reprisal.
- e. Reasonable timeframe is identified for responding to and resolving complaints.
- f. Compliant Management system provides avenues for further action where complaints are not resolved.
- g. Information about how to provide feedback and make complaints through the complaints management system is publicly available and easily accessible by VET students.
- h. Outcomes of complaints are documented and communicated to all parties of the complaint.
- i. Feedback and complaints are used by the organisation to inform continuous improvement.
- j. BIT allows VET students to appeal decisions of the organisation, any third parties, and any person employed or contracted by the organisation where those decisions adversely affect the student.
- k. BIT ensures all parties to the appeal are afforded procedural fairness.
- l. BIT specifies reasonable timeframes for actioning appeals.
- m. BIT provides avenues for review by an independent party, if requested by the appellant (at no or low cost to the appellant).
- n. Information about how to appeal an adverse decision through the appeals management system is publicly available and easily accessible by VET students.
- o. Outcomes of appeals are documented by BIT and communicated to the appellant.
- p. The outcomes of appeals are used by BIT to inform continuous improvement.

This policy covers:

- a. **Informal feedback/complaints** – Resolved quickly at the local level where possible
- b. **Formal complaints** – Lodged in writing when issues remain unresolved
- c. **Appeals** – Formal review processes when someone disagrees with a decision

6. Procedures

6.1 Access to Information & Support

Information about feedback, complaints, and appeals is provided:

- a. During student orientation
- b. In the Student Handbook and website
- c. In the Student Written Agreement
- d. Upon request from staff

Support:

- a. Students can bring a support person to any meeting
- b. Student Support Officers or Trainers can assist in lodging a complaint
- c. First Nations students are provided culturally appropriate support and, where possible, a First Nations liaison

6.2 Feedback & Complaints (Standard 2.7)

i. **How to provide feedback or lodge a complaint:**

- a. Verbally to a staff member (informal)
- b. In writing via the Complaints & Feedback Form
- c. Anonymously through suggestion boxes

ii. **Informal Complaint Procedure**

- a. The initial stage of any complaint or feedback will be when the client directly communicates with the relevant BIT staff member and raises the issue/s at hand.
- b. The BIT staff member will attempt to provide a solution to the issue presented.
- c. If the client is dissatisfied with the solution presented, they may initiate the formal complaint process.

iii. **Formal Complaint or Appeal Procedure**

- a. The informal complaint procedure must be explored first.
- b. A formal Complaint or Appeal form must be completed. This form is made publicly available and can be found online www.bit.edu.au or at the BIT reception.
- c. The form can be lodged using any one of the following methods.

In person

Level 5, 255 William St, Melbourne VIC 3000

(Reception or relevant Management Member)

By Email

info@bit.edu.au

By Mail

Level 5, 255 William St, Melbourne VIC 3000

iv. **Examples of complaint types:**

- a. Training quality or assessment
- b. Staff or other student's behaviour
- c. Third-party service delivery
- d. Facilities or administration issues

v. **Complaint handling steps:**

- **Acknowledge** – Within 5 business days by the Student Support Officer
 - **Investigate** – Within 15 business days (or sooner)
 - **Maintain fairness** – Both parties can present evidence; conflict of interest avoided
 - **Meeting** – Complainant invited to meet with the CEO.
 - **Outcome** – Written decision provided within 15 business days, with reasons and next steps
- a. Once a complaint or appeal is received, the CEO will convene an independent panel to hear the complaint; (the complaint and appeals committee).
 - b. The independent panel shall not have had any previous involvement with the complaint or appeal. This panel will include representatives of:
 - The CEO
 - A member of the teaching staff
 - A member from the administration team
 - c. The client will be contacted within Ten (10) working days of the complaint being received and a time will be organised for them to attend a meeting with the complaint committee.
 - d. The CEO will seek approval from the complainant/appellant and member of staff to have both parties present at this meeting.
 - e. If either party objects, both parties will be heard on the same day at different times to ensure the respect and comfort of all parties involved.
 - f. The client will be given the opportunity to present their case to the committee and is welcome to bring a support person to this meeting.
 - g. The relevant staff member shall be given the opportunity to present their case to the committee and is welcome to bring a support person to this meeting.
 - h. The complaints and appeals committee will review all evidence presented at the meeting and decide regarding the complaint or appeal.
 - i. This decision will be communicated to all parties involved within five (5) working days of making the decision in the form of a letter.

Should the complainant or appellant be dissatisfied with the outcome of this process, external mediation and resolution are available. A request for external mediation or dispute resolution must

be made in writing and must be made within 10 working days of receiving outcome of original complaint. BIT must be informed immediately if a complaint is to be escalated to an external body.

6.3 Appeals (Standard 2.8)

Grounds for appeal:

- a. Disagreement with complaint resolution
- b. Assessment results
- c. Disciplinary action
- d. Fee/refund disputes
- e. Other decisions adversely affecting the student

Appeal process:

- f. Lodge via the Complaints & Appeals Form within 20 business days of receiving the decision.
- g. Staff acknowledge appeal within 5 business days.
- h. CEO (or delegate) reviews evidence and may request more information.
- i. Resolution within 15 business days unless extended for valid reasons.
- j. Written outcome provided to the appellant.
- k. If unresolved internally – referral to external bodies (e.g. Overseas Students Ombudsman)

Important: If a student appeals a decision that could lead to reporting for attendance or progress issues, reporting will not occur until all internal and external appeal processes are complete.

Overseas Student Ombudsman

Overseas Student Ombudsman (OSO) This service is only available to overseas students.

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The legal basis for the Ombudsman role is the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011, passed by the Australian Parliament on 21 March 2011.

The Ombudsman:

- a. provides a free service,
- b. is independent and impartial, and does not represent either overseas students or private education providers,
- c. can make recommendations arising out of investigations,
- d. is a function of the Commonwealth Ombudsman.

The Ombudsman can only investigate a complaint if:

- a. it relates to a private education provider registered with the Australian Government on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS),
- b. the problem relates to an overseas student who is already studying in Australia on a student visa or is intending to come to Australia soon.

The Ombudsman cannot investigate a complaint if:

- it relates to a public or government education provider, these complaints can be directed to the Ombudsman for your state or territory.

The Ombudsman may also decide not to investigate complaints if:

- the complaint has not first been raised with the education provider,
- another organisation is better able to help.

Online: A student can make a complaint online by visiting the website of Ombudsman and completing the online complaint form at International student complaints | Commonwealth Ombudsman.

Telephone: Students can contact OSO by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Using an interpreter: If a student wants to make a complaint in his/her own language then they can call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.

If you are deaf, hearing or sight impaired: Students can contact OSO via the National Relay Service. Teletypewriter (TTY) users' phone 133 677 and then ask for 1300 362 072. Speak and Listen users' phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service www.iprelay.com.au and then ask for 1300 362 072.

Mail: Students can write a letter and post it to: Overseas Students Ombudsman GPO Box 442 Canberra ACT 2601 AUSTRALIA

Australian Skills Qualification Authority

GPO Box 9928, Melbourne, VIC 3001

<https://www.asqa.gov.au/about-us/how-asqa-uses-feedback/concerns-about-training-providers> or <https://asqaportal.asqa.gov.au/Make-a-Report//?From=tip-off>

Before submitting a complaint to Australian Skills Authority (ASQA) the complainant needs to exhaust the Brighton Institute of technology Complaint, Appeals Policy, and Procedure.

Confirm that ASQA can consider the complaint – That is the complaint relates to Brighton Institute of Technology is in breach of the Standards for Registered Training Organisations 2015.

6.4 Recording & Reporting Outcomes

- a. All complaints and appeals are logged in the Complaints & Appeals Register
- b. If a complaint or appeal is upheld, corrective actions are implemented immediately
- c. Records are kept securely and confidentially

6.5 Continuous Improvement

- a. The Student Services Officer and Compliance Officer review all complaints quarterly to identify patterns.
- b. The root cause of any complaint or appeal will be included into BIT continuous improvement processes to ensure all quality processes are effective.
- c. Actions for improvement are recorded in the Continuous Improvement Register

7. Roles & Responsibilities

- a. **CEO:** Oversees the system, ensures fairness, timeliness and final decision-maker for complex matters
- b. **Student Support Officer:** Assists students in lodging complaints/appeals
- c. **Trainers:** Assists students in lodging complaints/appeals
- d. **Compliance Officer:** Ensures regulatory alignment and tracks improvement actions
- e. **All Staff:** Act fairly, maintain confidentiality, and support prompt resolution

8. Related Documents

- a. Orientation presentation
- b. Student Handbook
- c. Complaints & Appeals Form
- d. Complaints & Appeals Register
- e. Feedback Form & Surveys
- f. Continuous Improvement Register

9. Revision

- The policy will be reviewed at least annually or whenever significant legislative or operational changes occur.
- Feedback from stakeholders may be considered during the revision process to improve clarity and applicability.
- Revised versions will be approved by the appropriate authority (e.g., management team, compliance officer).
- Once approved, the updated policy will be distributed and made accessible to all staff and affected parties.
- Previous versions will be archived for reference and audit purposes.



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Record of Revisions:

Revision Date	Version Number	Summary of Changes	Approved By
2024-06	2.0	Initial policy draft	CEO
2025-06	3.0	Policy revised to meet SRTO Standards 2025	CEO
2026-03	3.1	Updated location address	CEO

Student Complaint Rectification Flowchart

