



Complaints and Appeals Policy and Procedure

1.0 Introduction

Complaints and appeals at Burnett Youth Learning Centre (BYLC) Registered Training Organisation (RTO) are handled in a manner that is equitable, timely, and transparent. BYLC is committed to fostering an environment in which learners feel respected and confident that their perspectives will be acknowledged and considered.

This policy and its associated procedures are made accessible to students, staff, and the broader community via the Vocational Education and Training (VET) section of the BYLC website, as well as through information provided to learners during the enrolment process.

BYLC ensures that all complaints and appeals are managed in accordance with the principles of natural justice and procedural fairness at every stage. Wherever practicable, outcomes will be finalised within 60 calendar days. If circumstances require an extension beyond this timeframe, the complainant/appellant will be notified in writing, including an explanation for the delay.

All complaints and appeals are documented and securely recorded in the Complaints and Appeals Register. BYLC will also implement appropriate corrective actions to address issues identified and reduce the risk of recurrence.

2.0 Scope

This policy and procedure covers:

- The RTO, its trainers and assessors
- A third-party providing an opportunity for a student to undertake a training product not currently being offered by the school RTO, its trainers and assessors, and
- A learner of the RTO.

Complaints may be lodged in relation to the behaviour or actions of the parties identified above, while appeals may be submitted to request a reconsideration of decisions made by the RTO, including those relating to assessment outcomes.

3.0 National Regulatory Requirements

The [2025 Standards for Registered Training Organisations \(RTOs\)](#) provide a clear and direct link between the requirements RTOs are expected to meet and the outcomes they are expected to deliver. The BYLC RTO Complaints and Appeals Policy and Procedure is aligned with the national regulatory requirements.



4.0 Roles and Responsibilities

4.1 The CEO/School Principal

- Endorses this policy and ensures it is effectively applied alongside all associated procedures
- Assigns responsibility for the receipt and documentation of complaints and appeals to the RTO Manager
- Contributes to the complaints and appeals process in the capacity of panel chair, and
- Engages an independent third party to facilitate mediation where the complainant or appellant remains dissatisfied with the outcome.

4.2 The RTO Manager

- Ensures that all staff and learners are informed of, and understand this policy and its procedures
- Accepts and documents all complaints and appeals in the appropriate register
- Provides the CEO/School Principal with full details of each complaint or appeal
- Consults with the CEO/School Principal to review the matter and determine a potential outcome
- Where a resolution is not achieved, organises and facilitates the Complaints and Appeals Committee
- Communicates the outcome in writing to the complainant or appellant and records the decision in the Complaints and Appeals Register
- If the complainant or appellant is dissatisfied with the outcome, arranges for an independent third party to review the decision and assist with mediation, and
- Leads a review of relevant policies, procedures, and practices to reduce the likelihood of recurrence.

4.3 The Trainer and Assessor

- Examines any evidence submitted by the complainant or appellant and records a determination, and
- Engages in the complaints and appeals process as directed by the RTO Manager or CEO/School Principal.

5.0 Procedures

In most instances, complaints or appeals should first be raised directly with the trainer and assessor, who will consider the matter, make a determination, and document the outcome.



Where the learner is not satisfied with this result, they may escalate the matter to the RTO Manager.

If the complainant or appellant wishes to proceed further, the following process applies:

- The complaint or appeal must be submitted in writing, addressed to the CEO/School Principal, and provided to the RTO Manager
- Upon receipt, the RTO Manager will acknowledge the matter in writing and notify the CEO/School Principal;
- The RTO Manager and CEO/School Principal will review the matter and either determine an outcome or establish a Complaints and Appeals Committee to consider the case. The committee will comprise individuals not previously involved in the issue and will include the CEO/School Principal, a staff member, and a representative of the school and/or broader community
- All stages of the process will be conducted in accordance with the principles of natural justice and procedural fairness, consistent with the Standards for Registered Training Organisations (RTOs) 2025
- A written outcome will be provided to the complainant or appellant within 60 calendar days of receipt, and the details will be recorded in the Complaints and Appeals Register
- Where the process is expected to exceed 60 calendar days, the complainant or appellant will be informed in writing of the reasons for the delay and will receive regular progress updates
- The complainant or appellant will be given the opportunity to present their case to the committee and may be supported or represented by another person
- Any relevant staff member, third party, or learner involved will also be provided with the opportunity to present their perspective and may be accompanied by a support person or representative
- The Complaints and Appeals Committee will consider all information and make a determination
- The decision will be communicated in writing to all relevant parties and documented in the Complaints and Appeals Register
- If the complainant or appellant remains dissatisfied, the CEO/School Principal will arrange for an independent external party to review the matter and facilitate mediation, with any associated costs advised prior to commencement
- If the matter is still unresolved, the complainant or appellant will be directed to the [Queensland Curriculum and Assessment Authority - make a complaint](#) as delegate for



the [Australian Skills Quality Authority](#) for further guidance on external complaint options, and

- Following finalisation, the RTO Manager will coordinate a review of the matter with relevant stakeholders to assess outcomes and identify any improvements required to policies, procedures, or practices, ensuring appropriate corrective action is implemented to reduce the likelihood of recurrence.