

Complaints and Appeals Policy

Version	Approved by	Approval date	Effective date	Next full review
2.1	Robert Parsonson	15/11/2025	10/01/2026	10/01/2027
Procedure Statement				
Purpose	This policy establishes Superior Training Centre's framework for receiving, managing, investigating and resolving complaints and appeals in a manner that is fair, transparent, timely and consistent with the Standards for Registered Training Organisations 2025, ESOS Act, National Code, Smart and Skilled requirements and principles of procedural fairness.			
Scope	This procedure applies to the following in respect of complaints: - all enrolled students and their activities undertaken within or with members of the Superior Training Centre Community. - former students, and students previously enrolled, where the event forming the basis of the complaint occurred while they were a member of the Superior Training Centre Community. - Staff - Trainers - Assessors - Employers - Contractors - Third-party providers - Offshore partners - Industry representatives			
Outside of Scope	Superior Training Centre retains the discretion to investigate and determine complaints that are outside the Scope of this Procedure, where the allegations are serious and have or may impact upon the Superior Training Centre Community or reputation. Where the matter is outside of scope of this Procedure, appropriate corrective action, reasonable directions, support services and referrals may be issued as appropriate by STC.			

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Procedure Processes and Actions

1. Principles

1.1. Superior Training Centre Complaints Policy and related procedure have been developed to ensure that Superior Training Centre responds effectively to individual cases of dissatisfaction. This policy outlines Superior Training Centre approach to managing complaints and appeals and ensures that all clients, students (domestic and international), employers, and other stakeholders are aware of the steps to take to have their dissatisfaction addresses appropriately under the principles of:

- Natural Justice
- Procedural Fairness
- Accessibility
- Confidentiality
- Timeliness
- No victimisation
- Independence
- Transparency
- Continuous Improvement
- Evidence-based decision making

2. Governance

Responsibility lies with:

- Directors
- General Manager
- Compliance Manager
- RTO Manager
- Managers
- Staff
- Students

2.1. A step-by-step guide for students about how to make a complaint is available on our website www.stc.nsw.edu.au.

2.2. Please use the information stated in the student handbooks

3. Types of Complaint

There are different types of complaint (examples below)

- The selection processes
- The enrolment, induction, and/or orientation process
- The quality of training and assessment provided
- Training and assessment matters, including student progress, assessment, curriculum, and qualifications in a course of study
- NSW Smart and Skilled Consumer protection (for students on NSW Government subsidised courses)
- Access to records
- Decisions made by Superior Training Centre
- The way someone has been treated

Find below the main three types of complaints:

3.1 Complaints about administration or process

Students may make a complaint relation to administrative issues or processes including complaints of mismanagement, miscommunication, students are not informed changes accordingly, unreasonable decisions, inconsistent application of STC policy or procedure, denial of procedural fairness, failure to provide rights.

3.2 Complaints about academic decisions and matters

Students may make a complaint about academic decisions and matters where any of below apply:

- Complaint relates to a lack of procedural fairness or inconsistent application of Superior Training Centre or procedure
- The matter has not been able to be resolved under the relevant STC policy or procedure

3.3 Complaints about a person

Students may make a complaint relating to the behavior of:

- Other students of Superior Training Centre
- Administration Staff
- Trainers

3.4 NSW Smart and Skilled Consumer Protection

Smart and Skilled training which is subsidised by the NSW Government. To ensure consumer satisfaction and protection, Superior Training Centre also adheres to the consumer protection requirements of the NSW Government.

Students undertaking NSW Government subsidised training that have a complaint must also refer to NSW “Smart and Skilled Consumer Protection Policy” for details of additional support from the NSW Department of Industry, Skills and Regional Development.

4. Third Party Complaints

Superior Training Centre has a number of Third-Party relationships that it is responsible for including:

- Education Agents
- Third-party trainers
- Offshore partners
- Employers
- Contractors
- Assessors

Students and clients may also lodge complaints against third-parties and STC must investigate the complaints as per policy.

5. Overview of Complaint Procedure

PROCESS	ACTIONS	PERSON RESPONSIBLE	TIMELINE
Self-resolution	If appropriate, try to resolve the matter directly with the person concerned.	- Complainant - Respondent	As soon as possible
Stage 1 Complaint procedure	The person in charge will attempt to resolve the complaint through informal processes, such as discussion and mediation to provide a solution to the student To fill out form "C019 Complaints Form Stage 01 (Admin)" To fill out form "C026 Improvement Requested Form" If needed	- Manager (approval) - Complainant - Respondent	Action should normally be taken between 5 working days. However, commence assessment of the complaint within 10 working days of it being made in accordance with STC's complaints handling and appeals process and policy. Outcome will be finalized as soon as practicable.
Stage 2 Formal complaint procedure	Superior Training Centre may appoint an investigation and make findings. The person does not determine outcomes until manager's approval To fill out form "C019A - Complaint Form Stage 01 (Student)" To fill out form "C026 - Improvement Request"	- Manager - Complainant - Respondent	Action should normally be taken between 20 working days
Determination of Outcomes	Under Stage 1 and 2 complaint procedure, the person in charge will consult with the manager for determining outcomes, through discussion and consultation with the parties.	- Manager - Respondent	
Stage 03 Internal Appeal	Appeals against a decision made by Superior Training Centre during the complaints process may be made in writing to the Director using the Complaints and Appeals form or another written format	Director	Appeals will normally be determined within 20 working days

	To fill out "C019B - Complaints and Appeals Information and Form Stage 3"		
Superior Training Centre provides regular updates to a person making a complaint or an appeal where more than 60 days is required.			

6. How complaints are handled

Superior Training Centre applies a policy to respond to complaints and appeals that is sufficient broad to cover the services it provides including employees, contractors, third parties, regulators, industry, and learners.

4.1 Superior Training Centre follows a three stage complaints procedure:

Stage 1: Frontline Resolution: To be used first in most cases, resolving complaints through an informal process which aims to sort out complaints as quickly and as close to the source of complaint as possible. This approach is generally considered suitable for straight forward issues or matters that are urgent but not serious.

Stage 2: Investigation: To be used where the Stage 1 preliminary process does not resolve the complaint or where the complaint is of a serious nature and a Stage 1 approach is not appropriate.

Stage 3: Appeal: A complainant may appeal a decision made by Superior Training Centre

7. Stage 1: Frontline Resolution

5.1 The student should raise his/her complaint directly with Superior Training Centre staff member/s. A student may complain in person, by call or in writing but it is strongly recommended that these concerns be made in writing. If the student does not make the complaint in writing, the relevant staff member will proceed to record the complaint.

5.2 The staff member who is managing the complaint will aim to resolve the complaint as quickly as possible using informal processes providing a request number to follow up and filling out Form C019 (Admin) to keep the record.

5.3 Superior Training Centre will resolve the complaint within 5 working days. If this timing is not possible, the student will be informed, and a new time frame provided to the student.

5.4 If the student is satisfied with the outcome, please proceed to close the complaint filling out Form C019 (Admin), saving in Hard Copy Folder and Soft Copy Folder with request number given (signed off by the people involved).

5.5 A staff member to whom a complaint may, after considering the nature and circumstances of the complaint, suggest to the student that the complaint will be investigated → Go to Stage 2 if it is needed.

8. Stage 2: Investigation

6.1 A complaint can be submitted for a Stage 2 process where:

- Stage 1 process has not been effective
- The subject-matter of the complaint is serious or complex

If the student feels uncomfortable or have tried unsuccessfully to resolve his/her concerns Superior Training Centre, she/he can ask STC to consider her/his complaint centrally. This is called "Stage 2" in the Student

Complaints Procedure. To engage the centralized complaints process please lodge your complaint by make the student fill out Form C019A – Complaints Stage 02 (Students).

To better support, the student should include as much evidence as possible. This might include copies of email exchanges notes of discussions between she/he and STC or related to situation of concern. Superior Training Centre will assess the student complaint and may request more detail from the student to assist in deciding how to handle the issues the students raise.

6.2 Students who are unable to lodge a complaint personally or in writing, may authorize another person to act on their behalf. An authorization to the other person may be in writing.

6.3 Superior Training Centre will resolve the complaint within 20 working days. If this timing is not possible, the student will be informed, and a new time frame provided to the student.

9. Stage 3: Appeal

7.1 Lodging an appeal

Appeals against a decision made by Superior Training Centre during the complaints process may be made in writing to the Director using Appeals form or another written format. When making an appeal, the student should provide as much detail as possible to enable Superior Training Centre to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for appeal
- Any evidence that supports the appeal
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved

7.2 The receipt of the appeal will be acknowledged via email within 2 working days of receiving the appeal. Upon receiving the appeal, the Director will investigate the matter and ensure that Superior Training Centre has accurate, complete, and relevant information. This may include gaining extra details from the appellant (the person who made the original complaint) and any other involved parties about the issue.

These consultations will preferably be conducted face-to-face. The Director will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 20 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve. If the student remains dissatisfied, they may lodge an external complaint or appeal.

7.3 Where the internal appeals process recommends a deferral, suspension, or cancellation of an international student's enrolment initiated by the registered provider, the overseas student must be given a notice of intention to report and 20 working days to access the registered provider's internal complaints and appeals process.

The Director will notify The Department of Education, (DoE) through PRISMS of the change to the student's enrolment. The student then has 28 days in which to:

- Leave Australia
- Show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE) with another provider.
- Provide DHA with evidence that he or she has accessed an external appeals process

The overseas student does not have to be given the opportunity to appeal a provider-initiated deferral, suspension, or cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. The registered provider must keep evidence to support this. This may include, but is not limited to when the overseas student:

- refuses to maintain approved care arrangements, if they are under 18 years of age;
- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
- is at risk of committing a criminal offence.

7.4 External Appeals

Where the appellant remains dissatisfied with the outcome of the complaints and appeals process, the appellant can access an external complaints or appeals process at their own cost. Appellant must ensure they have accessed the internal processes first. Superior Training Centre must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost. Appellants have number of external reviewers where they can raise a complaint or appeal including:

- NSW Fair Trading: <http://www.fairtrading.nsw.gov.au/-ConsumerAffairs>
- ASQA – External complaints appeals: <https://www.asqa.gov.au/students/complaints>

Note: ASQA can only deal with complaints about:

- the information provided by an RTO about its course/s
- the delivery and assessment of training received
- the qualifications issued or to be issued

International students may also lodge an external appeal to the Overseas Students Ombudsman who offers a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by Superior Training Centre. Students can view the Overseas Students Ombudsman website <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or call on 1300 363 072 for further information. Superior Training Centre will be bound by the external reviewer's recommendations and the Director will ensure that any recommendations made are implemented within 28 working days of receipt of the decision made by the external reviewer..

7.5 Appealing an Assessment Decision

An appeal of an assessment decision may be made in writing to the Director using Appeals Form or other written format within 20 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur, and the Director may request further information from the appellant. The assessment will then be reviewed which may involve:

- the appointment an independent, qualified assessor to review the assessment
- the original assessor reviewing the assessment decision, another assessor

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 20 working days. The Director will ensure that the appellant is advised in writing or email of the outcome along with reasons for the decision within this timeframe.

7.6 How to Access STC Complaints and Appeals Process

Superior Training Centre Complaints and Appeals Process is available in:

Links of Website:

Policy P003 Complaints and Appeals Policy <https://www.stc.nsw.edu.au/download/p003-complaints-and-appeals-policy/>

Form C019A – Complaints Form Stage 2: <https://www.stc.nsw.edu.au/wp-content/uploads/C019A-Complaints-Form-Stage-2-Students.pdf>

Internal Appeals Form Stage 3: <https://www.stc.nsw.edu.au/wp-content/uploads/C019B-Internal-Appeals-Form-Stage-3-Student.pdf>

Important: A complainant can be accompanied and assisted by a support person at any relevant meetings

10. Recordkeeping

Notes and documentation must be kept at all stages of a complaint process including records of meeting, discussions, emails, appeals hearings and actions proposed or taken. All records and notes produced, and documents considered in handling complaint under Stage 1, Stage 2 or Appeals must be stored in a confidential Superior Training Centre file (Hard Copy and Soft Copy).

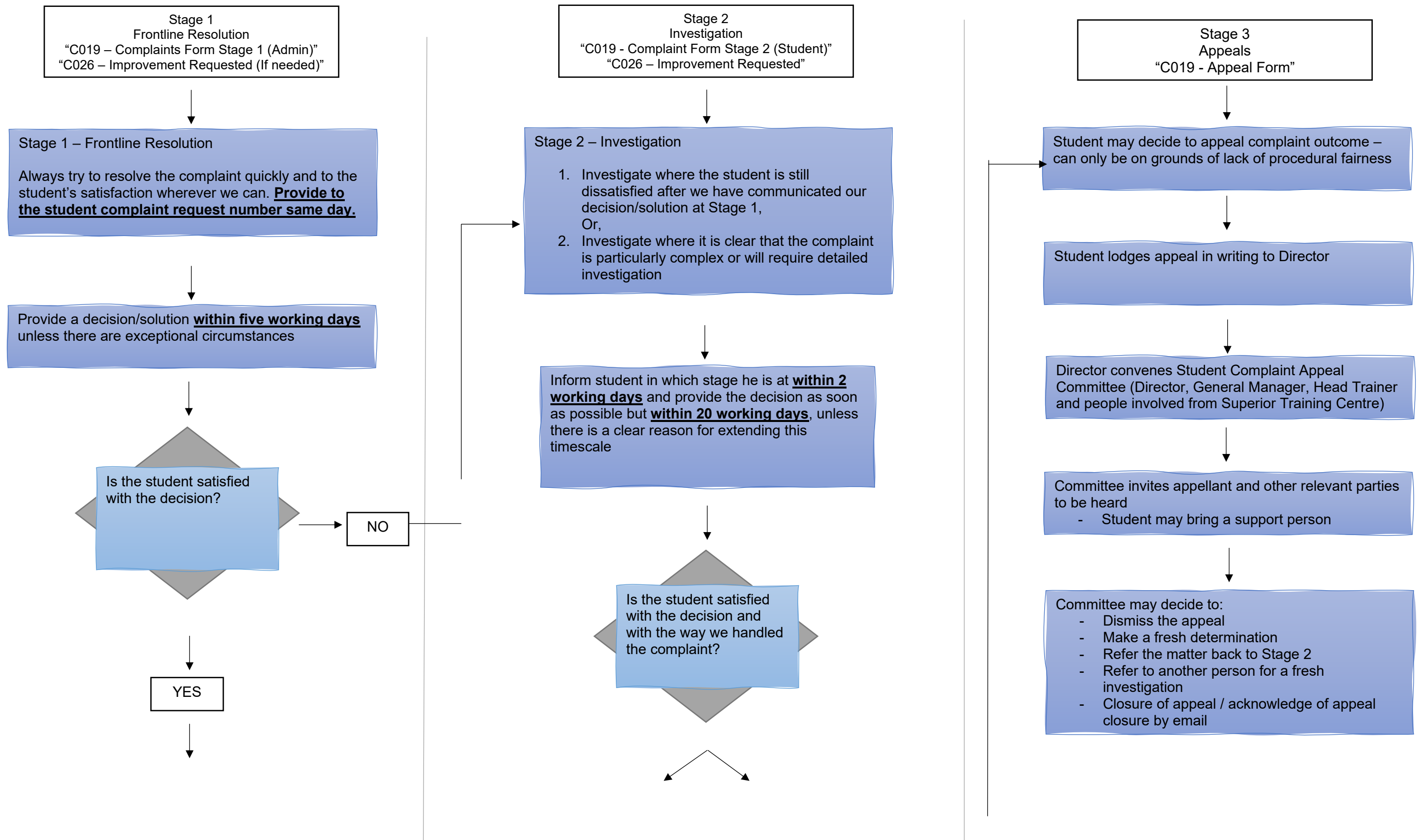
Superior Training Centre Admin Staff will be responsible for recording and tracking all investigated complaints.

11. Confidentiality

All parties involved in a complaint must maintain confidentiality about the complaint. Information and records about a complaint process will be kept confidential and will only be divulged to staff of Superior Training Centre involved in the process. Superior Training Centre may divulge records to legal advisers and where any of below apply:

- Where there is a risk of harm to a person
- Where Superior Training Centre is required by law to produce the records
- Where there is a clear public interest or obligation to share information

A Student may complain in person, by phone, by email or in writing. Your first consideration is whether the complaint should be dealt with at Stage 1 (Frontline Resolution) or Stage 2 (Investigation) of the complaints handling procedure



Complaint closed and outcome recorded.

Acknowledge of complaint closure by email

YES



Complaint closed and outcome recorded.

Acknowledge of complaint closure by email

NO



Refer to General Manager

Note: Monthly or Quarterly

- Ensure ALL complaints are recorded
- Report performance, analysis outcome
- Make changes to training delivery where appropriate

APPENDIX B: Indicative time frame

Stage 1: Frontline Resolution	
Acknowledge receipt of complaint	Same day
Resolution of complaint	Superior Training Centre will resolve urgent matters as soon as is possible and non-urgent matters within 5 working days. If this timing is not possible, the student will be informed, and a new time frame provided to the student.
Stage 2: Investigation	
Acknowledge receipt of complaint	2 working days
Completion of Process	20 working days; this may not always be possible, particularly where the matter involves several respondents and/or the circumstances are complex All parties will be informed as soon as possible of any significant delays and advised if alternative time frames are to apply
Stage 3: Appeal	
Acknowledgement of receipt of appeal	5 working days
Advice of outcome	20 working days after
Superior Training Centre provides regular updates to a person making a complaint or an appeal where more than 60 days is required.	