



Training College Complaints and Grievances Policy & Procedure

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Policy Statement

ET Australia Training College is committed to promoting a fair, transparent and efficient process for addressing and resolving complaints in a timely manner. This policy aims to ensure that concerns relating to conduct, services or operations are handled professionally, impartially and consistently, whilst maintaining high standards of customer service and continuous improvement. The processes outlined in this policy are designed to foster an environment of open communication and support the timely resolution of issues that may arise in the course of training or service delivery.

Scope

This Policy & Procedure applies to students, staff, clients and members of the public who may have concerns regarding:

- The conduct of the RTO, its trainers, assessors or other staff.
- A third party providing services on behalf of the RTO, including its trainers, assessors or other staff.
- A learner of the RTO.

Purpose

The purpose of this Policy & Procedure is to:

- Ensure students, staff and clients understand their rights and responsibilities when engaging with ET Australia Training College.
- Provide a fair, transparent and consistent process for managing complaints.
- Support the timely resolution of concerns through informal resolution, mediation or formal investigation where required.
- Promote open communication and continuous improvement across training and service delivery activities.

Principles

Complaints will be managed in accordance with the following principles:

- Fairness, impartiality and procedural fairness - Complaints will be managed in a way that is fair to all parties. Each party will be treated respectfully, informed of the issues relevant to them, given a reasonable opportunity to respond and provide supporting evidence, and offered access to a support person where appropriate. Complaints will be assessed by an impartial person, and any actual or perceived conflict of interest will be identified and managed. Decisions will be based on the available evidence, communicated in writing, and include clear reasons and information about any available review or escalation options.
- Natural justice - Any person who is the subject of a complaint will be provided with sufficient information to understand the concern, respond to the matters raised and have their response considered before a decision is made, subject to privacy, confidentiality and safety considerations.
- Timely handling and resolution.

- Confidentiality, privacy and appropriate information sharing - Information will be handled sensitively and shared only with those who need to know in order to support resolution, investigate the matter, make a decision or meet legal, regulatory or contractual obligations.
- Transparency and accessibility - Information about how to make a complaint will be publicly available, easy to access and explained in a way that supports students and other complainants to understand the process, available supports and possible outcomes.
- Continuous improvement through review of complaint trends and outcomes.

Complaints Process Overview

ET Australia Training College has established processes to manage and respond to any issues raised by individuals, including students, staff, clients, and members of the public.

Complaints can relate to the conduct of ET Australia Training College staff, students, or third-party service providers acting on behalf of ET Australia Training College. The complaint management process promotes constructive resolution through discussion, mediation, and formal investigation when necessary.

It is essential that all complaints, whether verbal or written, are handled promptly to encourage a fast and effective resolution. The individual handling the informal complaint should offer support, ensure the privacy of the complainant and the confidentiality of information included in the complaint, and aim to resolve the issue efficiently.

A person will not be disadvantaged, victimised or discriminated against for making a complaint or participating in the complaint process in good faith. ET Australia Training College may take reasonable action where information is knowingly false, misleading, vexatious or made in bad faith.

Roles and Responsibilities

All Employees

Any ET Australia employee may receive a complaint and must determine whether the matter can be resolved informally or requires escalation.

Consumer Protection Officer

The Consumer Protection Officer is responsible for:

- Acknowledging formal complaints.
- Investigating complaints impartially.
- Coordinating mediation and resolution processes.
- Communicating decisions and outcomes.
- Maintaining records and ensuring complaints are addressed in accordance with this procedure.

Contact details for ET Australia's Consumer Protection Officer (Training College Manager): -

Jessica Newman

Email: Jessica.Newman@etaustralia.com

Phone: (02) 4323 1233

Complainants

Complainants are responsible for:

- Raising complaints in a timely manner.
- Providing sufficient information, evidence and supporting documentation to assist resolution.
- Participating in the complaint process in a respectful manner.

Complaints Management Procedure

Step 1 – Raise a Complaint

Complaints may be raised verbally or in writing with any ET Australia Training College employee. Complaints may relate to the conduct of staff, learners, services or third-party providers operating on behalf of ET Australia Training College.

Step 2 – Informal Resolution

Where possible, complaints should be resolved informally through direct communication and cooperation.

Examples include:

- Students discussing concerns directly with their trainer or assessor.
- Workplace concerns being raised directly with the person involved where appropriate.

If the issue cannot be resolved informally, or the complainant is not comfortable with this approach, the matter should be escalated.

Step 3 – Escalation to Formal Complaint

Where informal resolution is not possible, complaints must be referred to the Consumer Protection Officer. Where a complaint involves the Consumer Protection Officer, the matter will be referred to the CEO.

Step 4 – Formal Complaint Management

Formal complaints may be lodged via:

- The Complaints Form on the ET Australia website.
- Email to the Consumer Protection Officer.
- Direct contact with the Consumer Protection Officer.

Upon receipt of a written formal complaint, the Consumer Protection Officer will initiate mediation to attempt to resolve the issue as quickly as practicable. The complaint will be addressed in a fair and transparent manner, and every effort will be made to reach a resolution that satisfies both parties.

If the complaint cannot be resolved to the satisfaction of the complainant, it will be referred to the Chief Executive Officer (CEO) for further consideration.

The Consumer Protection Officer will:

- Acknowledge the complaint in writing within two business days.
- Advise next steps and indicative timeframes.
- Conduct a fair and impartial investigation.
- Gather relevant evidence and information.
- Interview relevant parties where necessary, including complainants, respondents and witnesses.
- Review relevant documentation and/or evidence.
- Consult with third parties, if applicable, such as a partnering organisation.
- Maintain confidentiality throughout the process.

Step 5 – Outcome and Resolution

Upon completion of the investigation, the outcome of the complaint will be documented and communicated in writing to all parties to the complaint. The written outcome will include the decision, the reasons for the decision, any relevant actions to be taken, who is responsible for those actions where appropriate, and the available avenues for further action if the matter is not resolved. Information will be shared with each party only to the extent necessary and permitted by privacy, confidentiality, safety and procedural fairness requirements. Where details cannot be disclosed, ET Australia Training College will explain any applicable privacy or confidentiality limits while still ensuring each party receives sufficient information about the outcome and any action relevant to them.

If the complainant is dissatisfied with the outcome, they will be informed in writing of the available avenues for further action. Depending on the matter, this may include internal review by the Chief Executive Officer or another person who was not involved in the original decision, independent external review or mediation, Training Services NSW dispute assistance for eligible Smart and Skilled students, or referral to another relevant external body.

Smart and Skilled students are covered by additional consumer protection measures, and if they remain dissatisfied after ET Australia Training College's complaint resolution process, they may contact **Training Services NSW** for dispute assistance. Training Services NSW can be contacted as follows:

- Applying online www.nsw.gov.au/nsw-government/departments-and-agencies/departments-of-education/contact-training-services-nsw#toc-submit-an-online-inquiry-or-feedback
- Phone on 1300 772 104
- In person at a Training Services NSW regional office www.education.nsw.gov.au/skills-nsw/contact-us

Step 6 – Close and Review

Following resolution:

- Records will be retained in accordance with privacy and recordkeeping requirements.
- Complaint outcomes will be recorded in the Complaints Register.
- Trends and outcomes will be reviewed to support continuous improvement.

Timeframes

ET Australia Training College will manage complaints within reasonable timeframes and will make information about complaint timeframes publicly available and easily accessible to students through its complaints information, student materials and website. Complaints will be acknowledged in writing within two business days of receipt. The complainant will be advised of the next steps, indicative timeframes and the person responsible for managing the complaint.

ET Australia Training College will aim to assess, respond to and resolve complaints as soon as practicable, taking into account the nature, complexity and urgency of the matter. Where possible, complaints will be resolved within 20 business days. If additional time is required, the complainant and relevant parties will be advised of the reason for the delay and provided with regular progress updates until the matter is finalised.

- Where a complaint is expected to take more than 60 calendar days to resolve, ET Australia Training College will advise the complainant in writing of the reasons for the extended timeframe and will provide regular written progress updates until the complaint is finalised. Outcomes will be communicated in writing in accordance with this procedure.

Support for Complainants

Complainants:

- Should retain copies of relevant documentation.
- Will remain enrolled and encouraged to continue studies whilst complaints are being managed.
- May have a nominated support person present at any stage of the process.
- Will be provided with appropriate support to access and use the complaints process, including assistance to understand the process, complete or submit a complaint, access information in an alternative format, use communication support, or be referred to a support person or interpreter where required.

External Options

Escalation to External Mediation

If a complaint remains unresolved after the internal processes have been completed, it may be necessary to engage external assistance. In such cases, ET Australia Training College and the complainant will agree upon an independent person or panel to mediate the complaint. The following steps will be followed:

1. ET Australia Training College will obtain a written quote for the external mediation process from an agreed mediation service provider.
2. The quote will be shared with the complainant, and if both parties agree to proceed, the costs will be shared equally unless another arrangement is made.

The costs will be clearly communicated to the complainant before the process begins.

External Reporting and ASQA Complaints

Complainants may also lodge a complaint with the **Australian Skills Quality Authority (ASQA)** about ET Australia Training College. However, ASQA does not resolve individual disputes between complainants and RTOs. ASQA's involvement will generally focus on broader regulatory matters relating to the RTO's compliance with the **Standards for RTOs 2025**.

ASQA is not able to act as an independent third party for reviewing complaints.

Recordkeeping and Continuous Improvement

All complaint records, investigations, findings and outcomes will be retained for a minimum of three years in accordance with privacy requirements.

Complaints and grievance outcomes will be recorded in the Complaints Register and reviewed regularly to identify trends, improve services and support continuous improvement.

Related Documents

- Complaints Form
- Complaints Register
- Student Support Procedures
- Consumer Protection Information
- Relevant NSW and Commonwealth regulatory requirements
- Legislative and regulatory references: Outcome Standards for NVR Registered Training Organisations 2025, Standards 2.7 and 2.8; ASQA Feedback, Complaints and Appeals Practice Guide; National Vocational Education and Training Regulator Act 2011; applicable privacy legislation; and current Smart and Skilled contractual and consumer-protection requirements.

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Version	Summary of change or review outcome	Document Creator/Reviewer/ Approver	Date
6.0	Approved	Tony Mylan	7 July 2025
6.1	Update formatting and version control table; reorganised content to align with internal policy. Substantive review against the Standards for RTOs 2025 and ASQA's Feedback, Complaints and Appeals Practice Guide; clarified procedural fairness, accessibility, timeframes, mediation, external review, recordkeeping and continuous improvement requirements.	Sandi Spierings and Jess Newman	26 August 2026
7.0	Approved	Tony Mylan	24 September 2026