

## Feedback, Complaints and Appeals Policy and Procedures

### 1. Purpose

This policy ensures that all students and stakeholders at Insight Academy have access to clear, fair, and effective mechanisms for providing feedback, lodging complaints, and appealing decisions. The system promotes continuous improvement, supports quality assurance, and upholds natural justice.

### 2. Scope

This policy applies to:

- Prospective, current, and past students, including overseas students
- Staff, trainers, and third-party providers
- All feedback, formal complaints, and appeals concerning service delivery, assessments, administrative decisions, or third-party conduct.

### 3. Policy Statement

Insight Academy is committed to maintaining a culture of continuous improvement through proactive feedback and transparent resolution of complaints and appeals. Students will not be disadvantaged for raising concerns. All processes are outcomes-focused, easily accessible, free of charge, and adhere to principles of procedural fairness.

#### Guiding Principles

- Insight Academy acknowledges that students have the right to raise grievances, make complaint and provide feedback where they see fit.
- Feedback can be submitted by students, staff, or third parties via the defined surveys or any time they feel it is necessary.
- Feedback, complaints, and appeals may be submitted via in-person, email, phone, or online.
- All stakeholders are informed of feedback and complaints mechanisms through the website, student handbook, orientation sessions, and notices at reception.

- Students are supported in lodging complaints or appeals, including assistance with language or accessibility needs via the Student Support Officer.
- Insight Academy acknowledges that students have the right to appeal an assessment decision (made by the Insight Academy assessors or by a third-party), based on valid grounds for appeal and has provision for students to appeal.
- Procedural fairness is ensured by giving all parties the opportunity to respond and by appointing impartial decision-makers.
- Outcomes are documented, securely stored, and used to inform continuous improvement.
- Students are informed of the right to request external review by an independent body.

## 4. Procedure

### 4.1 Feedback Mechanisms

- Student Feedback:
  - **Enrolment and Orientation Feedback Form** – Students complete a feedback form and checklist after orientation where they are invited to give feedback about the information and support, they received from Insight Academy team and the education agent prior to enrolment, while enrolling and at the orientation.
  - **Student Satisfaction Surveys** - Students complete surveys assessing course content, trainer effectiveness, support services, and learning resources at the end of each term.
  - **End-of-Course Surveys** - Upon course completion, students provide comprehensive feedback on their experience, learning outcomes, and overall satisfaction.
- Trainer & Assessor Feedback Surveys: Trainers and Assessors (Coaches) provide feedback on course delivery, training materials, assessment resources and observed issues or trends in training delivery as well as support services provision.
- Other Feedback Channels:
  - Informal verbal feedback during classes or meetings
  - Online feedback forms
  - Email submissions or one-on-one meetings with staff
  - Industry and third-party stakeholder feedback during consultation or monitoring reviews

## 4.2 Complaints Management

- Informal Resolution: Students and stakeholders are encouraged to raise concerns directly with the relevant person or a Student Support Officer. If unresolved, they may escalate the issue formally.
- Lodging a Complaint:
  - Complete the **Complaints and Appeals Form** available at reception, Insight Academy website or via email.
  - Submit within 7 calendar days of the event or issue.
  - Complaints may be submitted via email, online form or in person with assistance available if required.
  - Complaints must include:
    - Description of the issue
    - Supporting evidence
    - Steps already taken to resolve the issue informally
    - Desired outcome
- Complaint Handling
  - Complaint is acknowledged within 2 business days.
  - RTO/Operations Manager commences investigation of the matter impartially within 10 working days of lodgement.
  - The findings and process are documented in the **Complaints and Appeals Register**.
  - All parties involved are given the opportunity to respond.
  - Complaints are assessed objectively, ensuring procedural fairness.
- Complaint Outcome:
  - A written decision is provided with reasons.
  - Resolution should occur within 14 - 28 working days, or the complainant is advised of the delay.
  - Where Insight Academy notes that more than 28 working days may be required to process and finalise a complaint, the complainant is notified in writing with the reasons of delay.

- If Successful, Insight Academy takes immediate corrective or preventive action and informs the complainant in writing.
- If Unsuccessful, the complainant may proceed to the appeals process or external complaint body.

### 4.3 Appeals Management

- Grounds and Lodgement: Students may appeal any decision that adversely affects them (e.g. assessment outcomes, disciplinary decisions, course progress decision, complaint outcome).
  - Submit the **Complaints and Appeal Form** within 7 calendar days of notification of the original decision.
  - The appeal must include
    - Details of the decision being appealed
    - Supporting evidence
    - Desired outcome
  - Appeal channels include email, in-person, or online form.
- Appeal Review:
  - Appeals are acknowledged within 2 business days.
  - The appeal is handled by a senior manager or independent staff member not involved in the original decision.
  - Students are invited to present their case and may bring a support person.
  - A written decision is provided within 14 working days.
  - Where Insight Academy notes that more than 14 working days may be required to process and finalise an appeal, the appellant is notified in writing with the reasons of delay.
  - If Successful, the original decision is overturned or modified, and corrective actions are implemented.
  - If Unsuccessful, the student is informed of external appeal options.

#### 4.4 External Appeal

If the student is dissatisfied with the internal complaints and appeal outcome, they may contact the *Overseas Students Ombudsman*. [Phone: 1300 362 072; Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)].

Where a current student makes an external appeal, Insight Academy maintains a student's enrolment while the external complaints or appeals process is ongoing and till an outcome is advised.

#### 4.5 Monitoring and Review

- All feedback, complaints, and appeals are logged in the ***Complaints and Appeals Register***.
- The Compliance Consultant reviews the register quarterly to identify patterns, root causes, and systemic issues.
- Outcomes may inform updates to policies, training strategies, and administrative processes.
- Trends are reported in management review meetings and tracked through the ***Continuous Improvement Register***.

#### Standard Operating Procedure: Feedback, Complaints and Appeals Management

Step	Procedure Description	Responsible Person(s)	Supporting Documents
1	Collect student/trainer feedback (term and course end)	Student Support Officer	Enrolment and Orientation Feedback Form Students Satisfaction Survey Trainer & Assessor Feedback Survey End Of Course Survey
2	Receive complaint/appeal and Acknowledge receipt	Student Support Officer	Within 2 working days of receipt
3	Investigate and respond to communicate the outcome	RTO/Operations Manager	Within 10 working days of receipt

4	Escalate to external body if unresolved	Student Support Officer/ Student	As required
5	Record in Complaints and Appeals Register	Student Support Officer	As required
6	Review for systemic trends	Compliance Consultant	Quarterly
7	Recommend and implement improvements	Management Team	Ongoing

## 5. Supporting Documents

- Student Handbook
- Complaints and Appeals Form
- Enrolment and Orientation Feedback Form
- Student Satisfaction Survey
- End of Course Survey
- Trainers and Assessors (Coaches) Feedback Survey
- Complaints and Appeals Register
- Continuous Improvement Register

## 6. Roles and Responsibilities

**CEO:** Provides final oversight and decision-making in critical or unresolved matters

**RTO/Operations Manager:** Oversees complaint and appeal investigations; ensures fairness and timely resolution.

**Compliance Consultant:** Maintains registers, reviews trend, drives improvements, and ensures system integrity.

**Trainers and Assessors (Coaches):** Encourage feedback, support informal resolution, escalate where necessary.

**Student Support Officer:** Assists students with forms, explains procedures, ensures procedural support. Direct complaints and feedback to appropriate channels.

## 7. Legislative Background

This policy is guided by the following legislative and regulatory frameworks:

- Standards 2.7 & 2.8 of the Outcome Standards for NVR Registered Training Organisations 2025 under the National Vocational Education and Training Regulator Act 2011 (Cth).
- Standards 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) under the Education Services for Overseas Students Act 2000 (ESOS Act).

## 8. Monitoring and Improvement

This policy is reviewed annually or earlier in response to changes in regulatory requirements or audit outcomes. Review activities including, audit findings, and student, trainers & assessors as well as industry feedback.