

Complaints and Appeals

1. Purpose

- 1.1.** This document details the Complaints and Appeals policy for Interlink Technology Services (RTO 31926) (ITS) as required under sections 2.2, 5.2, and Standard 6 (specifically sections 6.1 and 6.2) of the RTO 2015 Standards.

2. Scope

- 2.1.** This policy applies to all RTO operations undertaken by ITS to engage and enrol new students, deliver appropriate course material, assess student capabilities, and award successful course completion certificates in line with RTO 2015 standards and requirements.

3. Policy statement

- 3.1.** As required by Sections 2.2, 5.2, and Standard 6 of the RTO 2015 standards, ITS has the policy that it will :-

- 3.2.** Prior to student enrolment or training commencement, provide the potential student with a referral to an electronic current and accurate copy of this Complaints and Appeals Policy as well as any associated procedures (latest version of FITS02-0101 Complaints and Appeals Procedure document) for lodging a complaint and/or appeal in line with the RTO 2015 standards

- 3.3.** Ensure there is a clear and transparent procedure for making, managing, and responding to all formal allegations associated with :-

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTO's behalf, its trainers, assessors, or other staff; or
- a learner of the RTO.

- 3.4.** Ensure there is a clear and transparent procedure to manage requests for a review of decisions, including assessment decisions, made by ITS or any contracted third party providing services on our behalf.

- 3.5.** In all dealings with complaints and appeals

- adhere to the principles of natural justice and procedural fairness at every stage of the complaint and appeal process;
- make the outcomes publicly available in line with privacy legislation limitations;
- ensure all complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- should the complaint or appeal fail to be resolved, and at the request of the individual making the complaint or appeal, arrange for the complaint or appeal and decision to be reviewed by an appropriate party independent of the RTO and the complainant or appellant.

- 3.6.** Where more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant or appellant on the progress of the matter.

- 3.7.** Securely maintain records of all complaints and appeals and their outcomes; identify potential causes of complaints and appeals, and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- 3.8.** Systematically evaluate the outcomes of any complaint or appeal, and continuously improve the training and assessment strategies and practices based on the feedback.
- 4. Procedures to comply with this policy**
 - 4.1.** All relevant procedures for all staff, trainers, assessors, third parties, students and potential students to follow to ensure any complaint or appeal complies with and is actioned according to this policy, are outlined in the FITS02-0101 Complaints and Appeals Process document.
- 5. Compliance to this Policy**
 - 5.1.** Compliance to this policy is compulsory for all potential and current students, staff, trainers, assessors, third party affiliates and contractors of ITS.
 - 5.2.** Non-compliance with this policy may result in disciplinary action and associated performance review. In extreme case, non-compliance may result in immediate dismissal and/or contract cessation. Where necessary, the matter may be referred to federal or state authorities.
- 6. Policy Governance and Review**
 - 6.1.** This policy will be reviewed every 3 to 5 years depending on the requirements of the legislative landscape.
 - 6.2.** This policy will be approved by the CEO and made available for all potential students, students, staff, trainers, assessors, third party affiliates and contractors for their reference.
 - 6.3.** All queries and recommended changes must be provided to the RTO manager in writing for consideration by the CEO and Senior Management Team.

Policy Certified by CEO



CEO Signature

12/04/25

Date

INFORMATION

Printable version (PDF) Downloadable version (Word)

Title	Complaints and Appeals Policy
Document number	FITS02-01
Purpose	This document details the Complaints and Appeals policy for Interlink Technology Services (RTO 31926) (ITS) as required under sections 2.2, 5.2, and Standard 6 (specifically sections 6.1 and 6.2) of the RTO 2015 Standards.
Audience	All potential and current students, staff, trainers, assessors, third party affiliates and contractors
Approval date	18/10/2022 meeting
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Policy advisor	General Manager and Compliance
Approving authority	CEO