

Complaints and Appeals Policy

All complaints and appeals will be handled in accordance with the principles of **natural justice** and **procedural fairness**, including the right to a fair hearing, impartial decision-making, and timely communication.

International Paramedic College is committed to supporting students and protecting their rights. We manage all complaints and appeals fairly, efficiently, and transparently, and use them as opportunities for improvement. Our process aligns with the **Standards for RTOs 2025**, including obligations to support students in raising concerns (Standard 3.2), seeking a review of decisions (Standard 3.3), and ensuring continuous improvement (Standard 5.4).

This policy applies to all students, staff, and third-party providers delivering services or marketing activities on behalf of International Paramedic College

International Paramedic College understands its obligation to protect the rights of students and is committed to managing and responding to allegations involving the conduct of our marketing, administration and training and assessment processes, trainers, assessors or other staff or students and third parties who deliver or market or recruit on our behalf. All complaints and Appeals will be treated as an opportunity for improvement and will be contribute to our Quality Assurance systems.

We also understand our obligation to manage requests for a review of decisions, including assessment decisions made by ourselves or a third-party providing services on our behalf. Information is also available in our student handbook

Procedure

International Paramedic College will ensure that the Complaints and Appeals Process is accessible, transparent, fair and equitable and that any complaint or appeal is treated in a timely manner as follows.

Students are informed of the Complaints and Appeals Process on our website and in our Student Handbook.

Confidentiality is maintained throughout the processes outlined below.

The Complaints Process

1. Students are encouraged, in the first instance, to attempt informal resolution by speaking directly with the person involved—this may be a Trainer/Assessor, staff member, or another student. The Trainer/Assessor will make a brief written note or email of the concern and refer the matter to the CEO. Where the CEO is also acting as the Trainer/Assessor, the matter will instead be referred to the Compliance Manager. In

many cases, concerns arise from a simple misunderstanding and can be resolved promptly and amicably without the need for formal action.

2. If the problem continues or is not easy to resolve informally a meeting with the CEO/ Compliance Manager is arranged. This meeting can be face to face or by phone and students can elect to have a representative present. A record of the meeting is kept including the grievance and the agreed proposed solution. A written response to the complaint or appeal will be provided to the student within **14 calendar days** of receipt. Where this is not possible, the student will be notified in writing with the reasons for the delay and will receive **weekly updates** until the matter is resolved. Both parties are to sign this record of the meeting.
3. The student will receive a **written notice of the outcome**, including the reason(s) for the decision, and any actions taken or required as a result.
4. If a student is not satisfied with the outcome of their complaint or appeal, they are entitled to access an **external appeals process**, and this will **not affect their enrolment or progress in their training and assessment unless legally required**. In this instance, the complaint will be handled by the Compliance Manager.
5. Where a student is dissatisfied with the outcome, an internal review of the decision will be conducted by a different staff member not involved in the original decision. This review will be conducted prior to any referral to an external appeals body.
6. If the matter is still unresolved, an independent mediation body will be assigned to examine the matter. This party will be independent of the RTO and the complainant or appellant and their selection will be managed by the CEO with the mutual agreement of the complainant. The written decision of this body will be final and will be made within 60 days of the complaint first being submitted. If the 60-day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter. The written decision of this independent body will be taken as the final stage of our internal process. However, students retain the right to pursue further resolution through external agencies such as ASQA or the NSW Department of Fair Trading.
7. Any person involved in the investigation or resolution of a complaint or appeal will be **independent and not personally involved in the matter or its original decision-making**.

The Assessment Appeals Process

IPC will consider all appeals against assessment decisions as documented below.

1. Students are encouraged in the first instance to talk to the assessor who made the assessment decision within one week of receiving the result. Students are entitled to two attempts at assessment so in most cases the matter can be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.
2. If the outcome is not resolved, then the assessment will be remarked by another, fully qualified, Assessor. This should be completed with 14 days of receiving the appeal.

3. If the student is still not satisfied with the assessment outcome, the appeal should be put in writing within 7 days using the Appeals Form which is available in the Student Handbook and on the website.
4. On receipt of the Appeals Form a meeting with the CEO is arranged. In instances where the CEO is also the trainer and assessor, follow up will be with the Compliance Manager. This meeting can be face to face or by phone and students can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
5. If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the Complaint first being submitted. If the 60 day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.
6. Any person involved in the investigation or resolution of a complaint or appeal will be **independent and not personally involved in the matter or its original decision-making**.
7. Lodging a complaint or appeal will not disadvantage the student or affect their ongoing participation in training and assessment activities, unless legally required

Complaints and Appeals: Alternative Contacts

If in the instance of an Appeal or Complaint not being resolved by the above processes, the student will also be informed that their other avenues of complaint. These include:

- [NSW Department of Fair Trading](#) for complaints regarding non-training issues such as disputes over refunds or charges.
- The Australian Skills Quality Authority (ASQA) is the national regulator with regard to training and assessment delivery. They handle complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations 2015. Details of their Complaints Process are available on their [website](#).
- Complaints to do with Smart and Skilled should be directed to:
Phone: 1300 772 104
Email: enquiries@smartandskilled.nsw.gov.au
Online: [enquiry/complaints form](#)
- [Safe Work NSW](#) is the point of contact for any Work Health and Safety issue, they can be contacted via the website.

Record Keeping

All Complaints and Appeals will be treated as confidential. They will be recorded in the Complaints and Appeals Register with records of all communications and formal decisions attached. In the case

of Assessment Appeal, copies of the Assessment, Outcome Results Records, and assessor feedback will also be kept. Copies will also be kept on the student file.

Monitoring, Review and Continuous Improvement

Students are encouraged in the first instance to talk to the person involved; this might be the Trainer/Assessor, member of staff or another student. The Trainer/Assessor will make notes of the concern and follow up with the CEO. In instances where the CEO is also the trainer and assessor, follow up will be with the Compliance Manager. In many cases, problems arise a simple misunderstanding and can be resolved amicably without formal action.

All complaints and appeals are used for to inform our Quality Assurance Process. All Complaints and Appeals are tabled for discussion at Staff Meetings as a standing agenda item and processes are developed and implemented to mitigate the risk of future complaint or appeals.

Outcomes of complaints and appeals will be analysed regularly to identify systemic issues or opportunities for improvement. Where trends or recurring issues are identified, these will inform reviews of policies, procedures, or training delivery

Evidence

The following will be retained as evidence of compliance with the **Standards for RTOs 2025**, including:

- Standard 3.2: Supporting students to raise concerns and complaints
- Standard 3.3: Supporting students to seek review of decisions
- Standard 5.4: Using feedback and complaints for continuous improvement
 - Submitted Complaints and Appeals Forms
 - Signed records of meetings with complainant/appellant
 - Minutes of meetings with any related personnel or students
 - Relevant Management Meeting Minutes

Related Policies

- Consumer Protection Policy
- Privacy Policy
- Record Keeping Policy
- Access and Equity Policy
- Training and Assessment Policy

Supporting Documents

- VET Compliance Manager Position Description
- CEO Position Description
- Trainers and Assessors Position Description



Records and Forms

Complaints and Appeals Form

Complaints and appeals Register

Reference

Note: 2015 Clauses 6.1–6.6 updated policy; refer to Standard 3, Clauses 3.2 and 3.3, and Standard 5.4..