

AISR 6 Complaints and Appeals Policy

Policy Purpose

Feedback, complaints, and appeals are important components of service monitoring, and continuous quality improvement. AISR welcomes information in this form and is committed to listening, learning, and working with students to achieve best practice teaching and assessing.

This policy outlines our commitment to ensuring all students, clients and stakeholders have opportunities to provide feedback and raise concerns in a safe, respectful and accessible way. It affirms our dedication to resolving issues fairly, promptly, and with transparency, while supporting continuous improvement of our training and assessment services. It also establishes a procedure for managing requests for a review of formal decisions (appeals) made by AISR or a third-party providing services on our behalf (including assessment decisions).

Policy Statement

We welcome and value feedback as an essential part of delivering quality education and support. Feedback may be positive, constructive or critical—it all helps us grow. If a student or stakeholder feels dissatisfied with any part of their experience, we encourage them to raise their concern through our internal processes, confident it will be taken seriously and managed respectfully. We will make every effort to resolve matters at the earliest opportunity.

We are committed to complying with the *Outcome Standards for RTOs 2025*, the National Vocational Education and Training Regulator Act 2011, and the guidance provided by the Australian Skills Quality Authority (ASQA).

Principles:

- All feedback, complaints and appeals are treated seriously, confidentially and without fear of disadvantage.
- Students and stakeholders are encouraged to raise concerns as early as possible.
- Complaints and appeals will be resolved in a timely, fair and transparent manner.
- Where appropriate, outcomes will be used to inform continuous improvement.
- Access and support will be provided to ensure language, literacy or cultural barriers do not prevent individuals from raising concerns.

Scope

This policy applies to all current and prospective students, clients, staff, and other stakeholders who engage with AISR.

Definitions

Feedback	General comments or suggestions (positive or negative) about services, support, or learning experience.
Complaint	A formal expression of dissatisfaction about a specific action, decision, service, or conduct of a staff member, student, or stakeholder.
Appeal	A request to review or reconsider a decision made by the RTO, particularly in relation to assessment outcomes or complaint resolutions.
Continuous Improvement	An ongoing effort to improve systems, processes, and outcomes using feedback and review mechanisms.

Procedures

Providing Feedback	Feedback can be given informally through conversations with staff or formally via feedback forms and surveys.
Raising a Complaint	<p>Complaints should be made in writing to the Manager using the online Feedback, Complaints and Appeals Form, by email to admin@aisr.edu.au, or by hand delivery or post to 49a Orsmond Street, Hindmarsh SA. All complaints will be acknowledged within 2 business days and a response provided as quickly as possible, but no later than 30 calendar days from receipt.</p> <p>In the event that more time is needed to appropriately respond to the complaint, AISR will advise the complainant in writing and provide a new date that does not exceed 60 days from receipt of the original complaint.</p> <p>AISR will provide a formal response to the complaint to the complainant in writing.</p>
Investigation of a Complaint or Appeal	AISR will ensure that the person or person(s) who investigate any complaint received will be independent, and that staff of AISR who are implicated in the complaint will not be involved in formulating a resolution.
Appealing a Decision	Appeals should be submitted within 10 business days of receiving the outcome of a complaint or assessment. Appeals will be reviewed by a different staff member to ensure objectivity.
Assessment Decision	Students who wish to dispute assessment results or who have a complaint about the assessment process or program are encouraged

	<p>to raise their concerns with the assessor or course coordinator in the first instance.</p> <p>Should this informal approach not resolve the student's concerns, they may wish to lodge a formal request for a review of a decision (appeal).</p> <p>All such requests must be made in writing to the Manager by completing the online Feedback, Complaints and Appeals Form, by email to admin@aisr.edu.au, or by hand delivery or post to 49a Orsmond Street, Hindmarsh SA.</p> <p>Appeals will be handed in the same way as complaints with regard to timeframes and process.</p>
Independent Review	<p>AISR will also inform the complainant that they have the right to seek a review of the decision if they are not satisfied with it. Any such review will be conducted by a third party who is independent of AISR. AISR will refer the matter to the South Australian Skills Commission to act as the independent third party for this purpose.</p> <p>If the matter cannot be resolved internally, students can lodge an external complaint with ASQA or with the South Australian Skills Commission.</p> <p>Students are entitled to lodge a dispute with the South Australian Skills Commission (SASC) by contacting the SASC directly or visiting their website:</p>
Escalation	<p>South Australian Skills Commission Website: www.skillscommission.sa.gov.au Phone: 1800 006 488 Email: skillscommission@sa.gov.au</p> <p>Students also have the option to submit a complaint to the national regulator, the Australian Skills Quality Authority (ASQA) via www.asqa.gov.au/complaints</p>
Recordkeeping	<p>All complaints and appeals will be documented and securely stored, in accordance with our Privacy Policy and the Privacy Act 1988.</p>
Continuous Improvement	<p>Opportunities for improvement identified from a complaint or appeal are captured in AISRs continuous improvement system. Complaints and feedback trends are reviewed regularly as part of our quality assurance and continuous improvement practices.</p>

Review

This policy is reviewed every three years, or in response to changes in legislation, regulatory guidance, or organisational requirements.