

12. Feedback and Complaints Policy and Procedure

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12. Feedback and Complaints Policy and Procedure

Table of Contents

Policy	3
Definitions	3
Procedure	3
1. Submitting Feedback	3
2. Lodging a Complaint	4
3. Complaint Handling	4
4. Lodging an Appeal	4
5. Appeals Handling and External Review	4
6. Recordkeeping and Improvement	5
Extracts from Standards	6

12. Feedback and Complaints Policy and Procedure

Policy

Minda Inc t/a South Australian Learning Centre (SALC) values feedback as an essential part of maintaining and improving the quality of its training, support services and operations. We actively encourage students and stakeholders to provide both positive and constructive feedback, and we provide clear, transparent procedures for managing complaints and appeals.

All complaints and appeals are managed with procedural fairness, timeliness and a commitment to resolution. SALC ensures that students are supported to raise concerns without fear of disadvantage, and that all parties are treated respectfully throughout the process. We maintain public access to feedback, complaints and appeals procedures via our website and student handbook.

Feedback, complaints and appeals are reviewed regularly to identify systemic issues and inform continuous improvement across our services and delivery. Independent review is available to any student who is dissatisfied with the outcome of a complaint or appeal.

Definitions

Term	Definition
Feedback	General comments or suggestions provided by students, employers, staff, or stakeholders to help improve services or highlight success.
Complaint	A formal expression of dissatisfaction about a service, decision, action, or person associated with SALC or its third parties.
Appeal	A formal request to review or overturn a decision made by SALC or a third party on behalf of SALC that adversely affects a student.
Procedural Fairness	A decision-making process that is fair, unbiased, and transparent, where all parties have the opportunity to be heard.
Continuous Improvement	An ongoing process of using feedback and outcomes to enhance the quality and effectiveness of training, support, and governance.

Procedure

1. Submitting Feedback

1.1. Students and stakeholders are encouraged to provide feedback at any time through:

- Verbal feedback to trainers or other SALC staff
- Feedback surveys
- Online forms or email submissions

1.2. Feedback can be anonymous and is treated as confidential unless otherwise agreed.

1.3. Feedback is reviewed by the SALC Manager and referred to relevant teams for action as needed.

1.4 Feedback lodged through the Minda website is monitored and triaged by Minda's Quality team.

12. Feedback and Complaints Policy and Procedure

2. Lodging a Complaint

2.1. Complaints should be made as soon as possible after the issue arises, using either:

- A verbal report to a staff member (informal)
- A written complaint submitted to the SALC Manager through the SALC website (formal)

2.2. Complaints may relate to staff, third-party providers, training, assessment, facilities or other student services.

2.3. All complaints are acknowledged within 3 business days.

2.4. Complaints are investigated and resolved, where possible, within 20 business days.

3. Complaint Handling

3.1. Complaints are managed by the SALC Manager or delegate who was not involved in the issue raised.

3.2. All parties are given an opportunity to respond to allegations or findings.

3.3. Outcomes are documented, and all parties are informed in writing of the outcome and rationale.

3.4. If the complaint is not resolved to the student's satisfaction, they are advised of their right to escalate the matter to an external body (e.g. ASQA or the Ombudsman).

4. Lodging an Appeal

4.1. Appeals may relate to decisions about:

- Assessment outcomes
- Course progress
- RPL/credit transfer
- Disciplinary action or academic integrity

4.2. Appeals must be submitted in writing within 20 business days of the decision being communicated.

4.3. All appeals are acknowledged within 3 business days and resolved, where possible, within 20 business days.

5. Appeals Handling and External Review

5.1. Appeals are reviewed by the SALC Manager or a nominated independent staff member not involved in the original decision.

5.2. All parties are provided the opportunity to present their case.

5.3. If the student remains dissatisfied, they may request an independent review. This may involve a mutually agreed external mediator.

12. Feedback and Complaints Policy and Procedure

5.4. The student is informed of their right to approach an external complaints authority at any stage of the process.

6. Recordkeeping and Improvement

6.1. All feedback, complaints and appeals are documented and stored securely.

6.2. Trends and outcomes are reviewed quarterly by the management team to identify risks or areas for improvement.

6.3. Corrective actions are recorded in the Continuous Improvement Register and monitored for follow-up.

12. Feedback and Complaints Policy and Procedure

Extracts from Standards

Standard 2.7 Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation.

P.I.(a) it operates a complaints management system that:

- i allows feedback and complaints about the organisation, any third parties, and any person employed or contracted by the organisation;
- ii ensures all parties are afforded procedural fairness;
- iii identifies reasonable timeframes for responding to and resolving complaints; and
- iv provides avenues for further action where complaints are not resolved;

P.I.(b) information about how to provide feedback and make complaints through the complaints management system is publicly available and easily accessible by VET students;

P.I.(c) VET students are supported to provide feedback and make complaints;

P.I.(d) outcomes of complaints are documented by the organisation and communicated to all parties to the complaint; and

P.I.(e) feedback and complaints are used by the organisation to inform continuous improvement.

Standard 2.8 Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student.

P.I.(a) it operates an appeals management system that:

- i allows VET students to appeal decisions of the organisation, any third parties, and any person employed or contracted by the organisation, where those decisions adversely affect the student;
- ii ensures all parties to the appeal are afforded procedural fairness;
- iii specifies reasonable timeframes for actioning appeals; and
- iv provides avenues for review by an independent party if requested by the appellant (at no or low cost to the appellant);

P.I.(b) information about how to appeal an adverse decision through the appeals management system is publicly available and easily accessible by VET students;

P.I.(c) outcomes of appeals are documented by the organisation and communicated to the appellant; and

P.I.(d) the outcomes of appeals are used by the organisation to inform continuous improvement.