

POLICY 7 - Feedback, Complaints and Appeals

Purpose

The purpose of this policy is to define the system available to Sharp Mining Industry Training (SHARP) students for dealing with feedback, complaints and appeals, ensuring compliance with Outcome Standards for RTOs 2025, plus other key stakeholders.

These include Nationally Recognised Training (NRT), Health and Safety Representative (HSR) and Global Wind Organisation (GWO) Training along with non-accredited training programmes.

Policy Statement

SHARP is committed to a fair, transparent, and timely process for handling feedback, complaints and appeals, upholding principles of natural justice and procedural fairness.

- All students are given the opportunity to provide feedback on the training services that they receive.
- All students have the opportunity to make a complaint about any aspect of SHARPs operations.
- All students have the opportunity to appeal a decision resulting from the hearing of a complaint.

Scope

This policy applies to all students, staff, and third parties involved with SHARP.

Outcome Standards for RTOs 2025 Reference

Standard 2.7 - Effective feedback and complaints management addresses concerns and informs continuous improvement.

Standard 2.8 – Effective appeal processes are available where decisions of the RTO or a third party adversely impact a VET student.

Definitions

Students: participants, students, candidates, applicant, learner.

Complaint: Any dissatisfaction related to the RTO's services, staff, or third-party providers.

Appeal: A request for review of any assessment determination made by the RTO or third-party providers.

Feedback: refers to any information, opinion or response provided by students, employers, industry representatives, staff or other stakeholders.

1. Accessibility and Public Availability

- **Accessibility:** This policy is publicly accessible via [SHARPs website](#) and [Student Handbook](#).
- **Feedback:** Students are invited to provide feedback via surveying on the completion of their course; additionally, students are able to provide feedback to SHARP via their learner portal on SMS at any time, to their trainer throughout their training days, via email or phone to the SHARP Customer Success team, the RTO Manager or the Quality, Integrity and Development Team.
- **Lodging a Complaint or Appeal:** Complaints and appeals can be submitted in writing by email, in person or via post.

2. Process and Timelines

- **Feedback:** feedback that is provided through the SHARP surveying process is reviewed on a weekly basis. Feedback that is provided to trainer or via email / phone is managed on an individual basis. Where applicable, feedback is recorded on internal registers to manage and action any required outcomes.
- **Acknowledgment:** All Appeals, and where applicable, complaints will be acknowledged in writing within five (5) working days.
- **Resolution Timeline:** SHARP will aim to resolve complaints and appeals within twenty (20) business days. If resolution requires more than 60 business days, SHARP will provide a written explanation and regular updates.

3. Principles of Natural Justice and Procedural Fairness for complaints and appeals

- **Impartiality:** All appeals and complaints will be handled with impartiality, ensuring fair consideration of all relevant information.
- **Right to Respond:** Parties involved will be given the opportunity to present their case.

4. Independent Review of complaints and appeals.

- **External Review:** If internal processes fail to resolve the issue, the appellant or complainant may request an independent review. SHARP will facilitate this process and provide information on external review options.

Where an independent mediator is engaged eg: Institute of Arbitrators and Mediators Australia, the cost of mediation is to be shared equally between the parties involved in mediation.

SHARP is committed to resolving all complaints fairly, promptly, and in accordance with our internal procedures. Where an appeal or complaint cannot be resolved through informal or initial resolution steps, it will be formally reviewed by the RTO Manager, who will make a final determination on behalf of SHARP in consultation with the CEO.

Should the complainant remain dissatisfied with the outcome of this process, they may choose to pursue the matter through an external authority or complaints body. However, SHARP will not bear any costs associated with external mediation, arbitration, or review processes, nor will it facilitate or endorse these pathways. It is the sole responsibility of the complainant to initiate and fund any such action outside of SHARP's internal complaints process.

5. Record Keeping and Continuous Improvement

- **Documentation:** records of feedback, complaints and appeals, including outcomes, will be documented and confidentially and securely stored.
- **Continuous Improvement:** SHARP will review feedback, complaints and appeals to identify patterns or causes, implementing corrective actions to improve processes.

6. Related / Supporting Documents

- SHARP Training Feedback & Incident Register
- Continuous Improvement Registers (training products; Marketing)
- Hassle Log (HSE)
- GWO Requirements Training Providers
- Conditions of Approval – State HSR / HRWL Regulators

Roles and

To ensure the effective implementation of SHARP's Feedback, Complaints and Appeals

Responsibilities

Policy, the following roles and responsibilities apply:

Chief Executive Officer (CEO)

- Provides overall governance and oversight of the complaints and appeals framework.
- Authorises and approves the final resolution of complex or escalated complaints.
- Ensures adequate resources are allocated to support effective complaints and feedback handling processes.
- Promotes a culture of continuous improvement informed by feedback and complaint and appeals data.

Senior Management Team

- Supports the application of this policy across all departments.
- Monitors trends and contributes to organisational improvement strategies.
- Ensures team members are trained in their responsibilities under this policy.

RTO Manager

- Leads the complaints and appeals process, ensuring it is implemented consistently and in line with SHARPs policy and the Outcome Standards for RTOs 2025.
- Conducts formal investigations into complaints or appeals where informal resolution is not achieved.
- Ensures records are maintained and analysed for continuous improvement purposes.
- Reports patterns, risks or systemic issues to the CEO and Senior Management Team.

Quality, Integrity and Development (QID) Team

- Maintains the Complaints and Appeals Register and ensures documentation is secure and confidential.
- Monitors timeframes to ensure all appeals and complaints (where applicable) are acknowledged within five (5) working days and resolved within twenty (20) business days (or as otherwise advised).
- Prepares summary data for management review and analysis to inform quality improvements.
- Assists in identifying trends and root causes for inclusion in quality assurance reviews.

Trainers and Assessors

- Provide students with opportunities to raise concerns informally and support resolution at the local level where appropriate.
- Direct students to the formal complaints or appeals process if concerns cannot be resolved informally.
- Participate in complaint or appeal investigations when required, ensuring

impartiality and respect.

Administration and Customer Success Team

- Provide students with information about how to provide feedback, make a complaint, or lodge an appeal.
- Ensure all feedback or complaints received via phone, email or in-person are directed to the appropriate personnel without delay.
- Maintain professional and impartial communication at all times.

Policy Owner:

RTO Manager

CEO

Related Documents


- Refer to POLICY AND PROCEDURE REGISTER
- Feedback and Incident Registers
- Continuous Improvement Registers

Implementation Date

1 July 2025

Policy Review

This policy will be reviewed in light of any updates to relevant legislation, regulations, codes of practice or following an incident investigation to ensure ongoing compliance but no later than July 2028

| | | |
|----------------|--------------|---|
| Authorised by: | CEO | |
| Name | Steve McLeod |  |
| Date | 1 July 2025 | |