

# Australian Prime Institute (API)

## RTO Code: 46023



## Complaints and Appeals Policy

# COMPLAINTS & APPEALS Policy

## 1. Purpose

This policy ensures that all complaints and appeals are:

- Managed fairly, transparently, and efficiently
- Resolved promptly and objectively
- Compliant with the **Standards for Registered Training Organisations (RTOs) 2025**
- Consistent with principles of **natural justice and procedural fairness**

## 2. Scope

This policy applies to:

- All students (current and prospective)
- Trainers and assessors
- Staff and contractors
- Third parties (including workplace providers)
- Any stakeholder interacting with API services

## 3. Definitions

## Complaint

An expression of dissatisfaction regarding:

- Training delivery
- Assessment decisions
- Staff behaviour
- Facilities, services, or administration
- Third-party arrangements (e.g. work placement providers)

## Appeal

A request for reconsideration of a decision, including:

- Assessment outcomes (Competent / Not Yet Competent)
- Administrative decisions
- Disciplinary actions

## 4. Policy Principles

Australian Prime Institute ensures that:

- Complaints and appeals processes are **free of charge to the student**
- No victimisation or disadvantage occurs
- All matters are handled confidentially
- Outcomes are based on evidence and fairness
- Students have the right to be accompanied or assisted by a support person
- Students are informed of their right to external review
- Records are maintained for audit and continuous improvement

## 5. Grounds for Complaints and Appeals

Students may lodge a complaint or appeal regarding:

- Assessment process or outcome
- Trainer/assessor conduct
- Course delivery or resources
- Enrolment or administrative decisions
- Work placement issues
- Discrimination, harassment, or misconduct

## 6. Complaints Procedure

### Step 1: Informal Resolution (Optional)

Students are encouraged to first raise concerns with:

- Trainer/Assessor OR
- Administration team

**Target resolution:** within 5 working days

### Step 2: Formal Complaint Submission

Students must submit:

- Complaints & Appeals Form
- Supporting evidence (if applicable)

Submission methods:

- Email: [info@prime.edu.au](mailto:info@prime.edu.au)

- Moodle
- In person

### **Step 3: Acknowledgement**

- Complaint acknowledged within **2 working days**
- Assigned to Compliance Manager or RTO Manager

### **Step 4: Investigation**

- Conducted within **10 working days**
- May include:
  - Review of evidence
  - Interviews
  - Consultation with relevant parties

### **Step 5: Outcome**

- Written outcome provided within **15 working days**
- Includes:
  - Decision
  - Reasons for decision
  - Actions taken

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## **7. Appeals Procedure**

### **Step 1: Appeal Submission**

- Must be submitted within **20 working days** of decision
- Must include:
  - Reason for appeal
  - Supporting evidence

### **Step 2: Independent Review**

- Conducted by:
  - Senior staff not involved in original decision  
OR
  - External independent party (if required)

### **Step 3: Outcome**

- Final decision provided within **15 working days**
- Includes:
  - Outcome
  - Justification
  - Further options

### **During the appeals process:**

Students will maintain their enrolment and continue training and assessment activities unless there is a legitimate health, safety, or compliance reason to restrict participation.

## **8. External Review**

If the matter is not resolved internally, students may escalate to:

## Australian Skills Quality Authority (ASQA)

Website: <https://www.asqa.gov.au>

Phone: 1300 701 801

Other bodies (if applicable):

- Consumer protection agencies
- Anti-discrimination bodies

API will:

- Provide guidance on external processes
- Cooperate fully with external investigations

### 9. Record Keeping

API will maintain:

- Complaints & Appeals Register
- All documentation and evidence
- Outcomes and actions taken

Retention period:

Minimum **7 years** in accordance with regulatory requirements

### 10. Continuous Improvement

All complaints and appeals are:

- Analysed for trends
- Reported in:
  - Validation meetings
  - Management reviews

Used to improve:

- Training delivery
- Assessment systems
- Student experience

## 11. Responsibilities

### RTO Manager

- Ensure compliance with ASQA Standards
- Oversee resolution process

### Compliance Manager

- Maintain register
- Conduct investigations

### Trainers and Assessors

- Support resolution process
- Provide evidence

### All Staff

- Must comply with this policy
- Must cooperate with investigations