

## DIVISION 5 – FEEDBACK, COMPLAINTS AND APPEALS RTO

Policies and Procedures Quality Area 2: Vet Student Support

Relevant Standards 2.7, 2.8

### Section 1: Purpose

To ensure that all VET students and stakeholders of Intercept Group have access to transparent, fair, and accessible feedback, complaints and appeals processes that are consistent with the Outcome Standards for RTOs (2025), and that these processes are used to inform continuous improvement.

### Section 2: Scope

This policy applies to all current and prospective VET students, clients, employers, staff and third parties engaged by Intercept Group.

### Section 3: Key Compliance Requirements

- Outcome Standards for RTOs (2025): Standards 2.7 and 2.8
- ASQA Practice Guide: Feedback, Complaints and Appeals
- Privacy Act 1988 (Cth)
- National Vocational Education and Training Regulator Act 2011

### Section 4: Policy Statement

Intercept Group encourages all stakeholders to provide feedback and ensures complaints and appeals are addressed through a fair, respectful, and timely process.

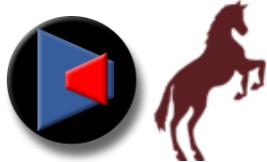
Procedural fairness includes:

- The right to be informed of decisions or allegations
- The opportunity to respond
- Decision-making by an impartial person
- Access to a support person or interpreter
- Timely written outcomes

No student or staff member will be disadvantaged for raising a concern. Support is available for diverse needs, including translated materials, assistive formats, and cultural support.

If a complainant or appellant is dissatisfied with the internal resolution process, the following external bodies are available to lodge a complaint at no cost:

- **National Training Complaints Hotline**  
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Australian Skills Quality Authority**
- **Ombudsman & Fair Trading Offices**: Contact details available via Student Support.



These details should be made available in the student handbook, on the Intercept Group websites (Intercept Training and Australian Equine Institute), and as part of induction and support processes.

## Section 5: Procedures – Step-by-step

### 5.1 Internal Workflow for Managing Feedback, Complaints and Appeals

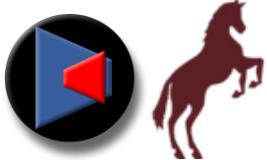
#	Responsible	Action	Std
1	Any Staff	Receive informal feedback or concern	2.7
2	Relevant Staff Member	Provide support, attempt early resolution	2.7
3	Admin	Provide access to Complaints and Appeals Form if required	2.7
4	General Manager	Assign investigation lead; initiate register entry	2.7
5	Compliance Team	Monitor timelines and case file status	2.7, 2.8
6	Compliance Team	Ensure all documentation is complete and outcomes recorded	2.7, 2.8

Additional Notes:

- Maximum resolution timeframe is 60 calendar days. If exceeded, written explanation and progress updates must be provided.
- All complaints and appeals are recorded
- Opportunities for improvement are documented in the OFI tab.
- Appeals regarding assessment are reviewed by an independent assessor and, if needed, external RTO representatives.

### 5.2 Complaints Procedure

#	Responsible	Action	Std
1	Complainant	Submit complaint using the Complaints and Appeals Form	2.7
2	General Manager	Acknowledge complaint in writing within 5 business days	2.7
3	General Manager	Notify relevant parties of complaint and initiate investigation	2.7

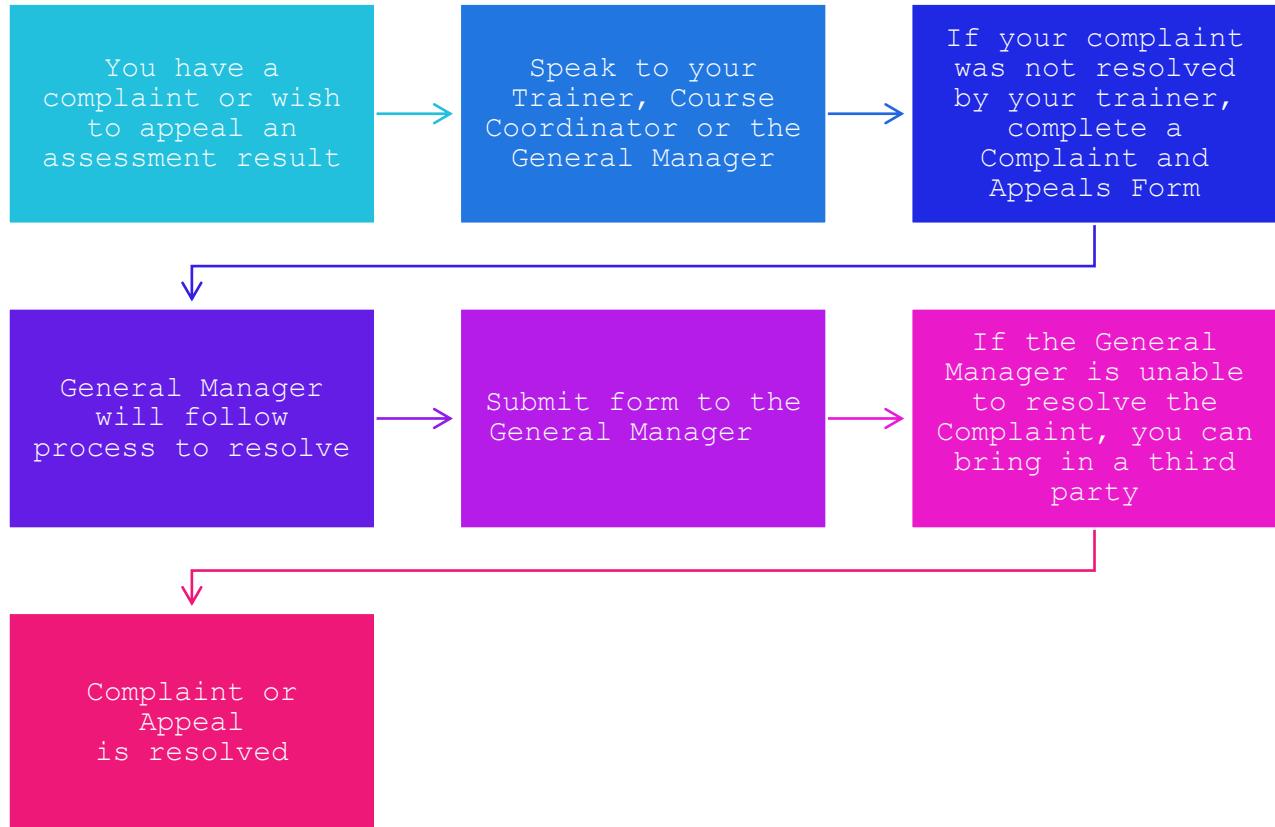
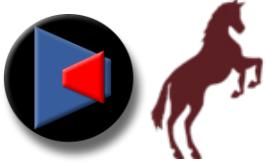


4	General Manager	Arrange a meeting with all parties within 10 business days	2.7
5	General Manager	Conduct fair investigation within 60 calendar days, Note: If the RTO determines that the appeals process will take more than 60 calendar days, the General Manager will notify the student in writing including reasons why more than 60 days is required. The RTO manager will regularly update the student with the process.	2.7
6	General Manager	Communicate written outcome to all parties, including reasons	2.7
7	Compliance Team	Enter complaint into CAA Register; review at Q&C Meetings	2.7
8	Complainant	If dissatisfied, initiate appeal process	2.8

### 5.3 Appeals Procedure

#	Responsible	Action	Std
1	Appellant	Submit appeal within 10 business days of complaint decision	2.8
2	Compliance Team	Acknowledge receipt and confirm review timeline	2.8
3	Compliance Team	Appoint independent panel/reviewer not involved in original decision	2.8
4	Panel / Reviewer	Conduct fair and impartial review	2.8
5	Panel / Reviewer	Notify student of appeal decision within 10 business days  Note: If the RTO determines that the appeals process will take more than 60 calendar days, the GM will notify the student in writing including reasons why more than 60 days is required. The GM will regularly update the student with the process.	2.8
6	Appellant	If still dissatisfied, request external independent review	2.8
7	Compliance Team	Record outcome in CAA Register and escalate systemic issues to OFI tab	2.8

Students may access interpreters, advocacy support, or alternative formats (large print, audio, translated) upon request to ensure equitable participation in all stages of this process.

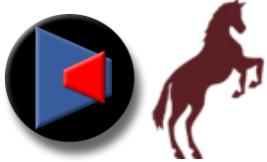


## Section 6: Evidence and Records Matrix

Record	Retention Period	Responsible
Feedback entries	5 years	Compliance Team
Complaints and outcomes	7 years	Compliance Team
Appeals and outcomes	7 years	Compliance Team
Corrective actions (if any)	7 years	Compliance Team

## Section 7: Roles and Responsibilities (RACI Table)

Activity	Responsible	Accountable	Consulted	Informed
Receive and record feedback	Staff	Compliance Team	Students, Clients	General Manager



Investigate complaints	Compliance Team	General Manager	Trainers, Admin	Complainant
Respond to complaints	Compliance Team	General Manager	Admin	Complainant
Manage appeals	Compliance Team	General Manager	Independent Reviewer	Appellant
Analyse trends and report outcomes	Compliance Team	General Manager		All Staff

## Section 8: Monitoring and Review Cycle

This policy is reviewed at least annually or following any significant complaint or appeal event. The Compliance Team is also responsible for:

- Data analysis of feedback and complaints
- Identifying systemic risks or repeated issues
- Reporting trends to the Q&C Committee
- Ensuring corrective actions are tracked via OFI tab
- Verifying all documentation and register entries are complete