FAIRBRIDGE
EDUCATION

Complaints and Appeals Policy

1. Purpose

This policy sets out how Fairbridge Education provides a fair, transparent, timely and accessible framework for managing complaints and appeals. This policy supports the organisation's commitment to natural justice and procedural fairness by ensuring that all complaints and appeals are handled consistently, respectfully and without bias. It also ensures compliance with the Standards for RTOs 2025 and promotes continuous improvement through the identification and resolution of issues raised by students and other stakeholders.

2. Scope

This policy applies to all Fairbridge Education operations and covers all complaints and appeals made by students, prospective students, employers, third parties and other stakeholders. It includes matters relating to academic and non-academic issues, the conduct of Fairbridge Education personnel or third-party providers, and decisions made by the RTO, including assessment outcomes. The policy applies to all stages of the complaint and appeals process, including internal resolution and escalation to external review where required.

3. Definitions

Term	Definition
Complaint	A formal or informal expression of dissatisfaction with a service, decision, action, or conduct of Fairbridge Education, its personnel, students or third-party providers, where a response or resolution is expected.
Appeal	A request by a student or stakeholder for a review of a decision made by Fairbridge Education, including assessment decisions or administrative outcomes.
Complainant	The individual or organisation who lodges a complaint.
Appellant	The individual who lodges an appeal against a decision.
Grievance	A concern or issue raised by a student or stakeholder relating to perceived unfair treatment, dissatisfaction, or problems with services or interactions at Fairbridge Education that may not initially be submitted as a formal complaint but may require resolution.

4. Policy Statement

Complaints

Fairbridge Education fosters a culture in which complaints are valued, and personnel are well trained and supported to manage them. Fair, easily understandable policies and procedures relating to complaints management have been implemented, supporting a proactive complaint handling system to identify and address systemic issues, acknowledging complaints promptly and providing timely responses.

During course activities, students may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. Fairbridge Education provides a mechanism allowing for the fair and equitable resolution of any issues, dealing with complaints as part of core business, so that complaint handling is integrated with other business activities, including self-assurance processes, and all relevant personnel are involved.

FAIRBRIDGE
EDUCATION

Fairbridge Education's complaints process is free, and easily available, to manage and respond to allegations involving the conduct of:

- Fairbridge Education, its trainers, assessors or other personnel
- A Fairbridge Education contracted Third Party providing services of Fairbridge Education, including the Third-Party representatives trainers, assessors or other personnel
- A student of Fairbridge Education.

Allowing students to easily engage with the personnel of the RTO about any concerns they have can stop minor issues becoming larger. The Fairbridge CEO has overall responsibility for managing complaints and communicating their value to the organisation. Fairbridge Education ensures:

- Personnel at all levels understand and comply with complaints management policies and procedures
- Personnel have received appropriate guidance, training and support to handle complaints
- Students are directed to the complaints process when they experience a problem or have an issue
- Personnel performance is monitored to ensure complaints are handled properly and appropriate remedies are provided.

There is no fee or charge levied for any complaint processed.

Fairbridge Education will maintain a student complainant's enrolment during any complaint or appeal process, unless there are extenuating circumstances relating to health, safety or regulatory requirements.

Information about how to make a complaint is easily available to students. Fairbridge Education's complaints procedure is publicly available on the Fairbridge Education website and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment. Where the RTO uses third parties to deliver services, complaints information is also made available to prospective clients of these Third-Party representatives.

Details of how to submit a complaint are available on the Fairbridge Education website in the Complaint procedure. Fairbridge Education has sought to remove any barriers to making complaints and any fear of repercussions to the complainant. Fairbridge Education ensures that no complainant is victimised or disadvantaged as a result of making a complaint.

Fairbridge Education's complaints procedures follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Fairbridge Education, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint through the internal process, they may lodge a complaint with an external agency.

External agencies do not resolve individual complaints or make decisions on behalf of Fairbridge Education. However, they may review whether Fairbridge Education has managed the complaint in accordance with the Standards for RTOs 2025 and applicable regulatory requirements. Complainants may contact:

Organisation	Details
Vocational Education & Training Programs — Western Australia Training Accreditation Council (TAC)	Website: www.tac.wa.gov.au Email: tac@dtwd.wa.gov.au Telephone: (08) 9224 6510
WA Department of Training and Workforce Development (DTWD)	Website: www.dtwd.wa.gov.au Telephone: (08) 6551 5000 Postal: Locked Bag 16, Osborne Park, DC, WA 6916

FAIRBRIDGE
EDUCATION

Improvement Actions (Complaints)

Fairbridge Education confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, Fairbridge Education endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an Improvement Record. Fairbridge Education maintains a Continuous Improvement Register for recording the receipt and management of improvement records.

Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

Fairbridge Education:

- Regularly analyses complaints to see what is going wrong and what can be improved
- Regularly reviews the complaint system to assess its effectiveness
- Reviews and updates policies and procedures if they are not working effectively for the RTO, its students or other stakeholders.

Appeals

Fairbridge Education provides all students with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in receiving service delivery from Fairbridge Education. Other grievances or issues not pertaining to decisions made by the RTO should be referred to Fairbridge Education's complaints processes.

Fairbridge Education's appeals process is free, easily accessible and facilitates requests for a review of decisions, including assessment decisions, made by Fairbridge Education or a Third-Party representative providing services on Fairbridge Education's behalf.

The RTO's appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Fairbridge Education, or anyone who has allegations made against them, to tell their side of the story before a decision is made. There is no fee or charge levied for any appeal processed.

Fairbridge Education will maintain a student appellant's enrolment during any appeal process.

Fairbridge Education's process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a student objects to actions taken or decisions made by Fairbridge Education personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal.

Students also have the right to lodge an appeal against competency decisions made if:

- They believe the outcome is invalid
- They feel the process was invalid, inappropriate or unfair.

Improvement Actions (Appeals)

Fairbridge Education confirms its commitment to investigate and act on any appeal raised and takes appropriate action in any case where appeals are substantiated. In cases where an appeal is upheld, Fairbridge Education endeavours to identify the cause of the appeal and implement steps to prevent the situation happening again.

All improvement actions arising from appeals are raised via an Improvement Record. Fairbridge Education maintains a Continuous Improvement Register for recording the receipt and management of improvement records.

Once improvement records are raised, activities review appeals and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

Outcomes of complaints and appeals are systematically analysed to identify opportunities for continuous improvement.

5. Roles and Responsibilities

Role	Responsibility
CEO	Provide overall leadership and ensure the effectiveness of the complaints and appeals system. Promote a culture that values complaints as opportunities for improvement. Manage escalated complaints and appeals and ensure impartial decision making. Ensure adequate resources, training and support are available.
RTO Manager	Implement and maintain the complaints and appeals policy and procedures. Acknowledge, investigate and resolve complaints and appeals within required timeframes. Ensure processes are fair, transparent, timely and documented. Maintain the complaints and appeals registers and ensure accurate record keeping. Communicate outcomes clearly to complainants and appellants. Escalate matters to the CEO where necessary. Support continuous improvement. Ensure compliance with Standards for RTOs 2025 and regulatory requirements.
Trainers	Comply with this policy and associated procedures. Encourage and support early resolution of concerns where appropriate. Direct students and stakeholders to the formal complaints and appeals process when required. Participate in complaint investigations as needed in a professional and unbiased manner. Maintain confidentiality and respect all parties involved. Implement corrective actions arising from complaints or appeals outcomes. Treat all complainants and appellants fairly, without victimisation or disadvantage.
Students	Raise concerns or complaints in a timely and respectful manner. Provide accurate and relevant information to support their complaint or appeal. Follow the complaints and appeals process as outlined in this policy.
Stakeholders (Employers, Third Parties, Prospective students)	Lodge complaints or appeals in accordance with this policy. Provide relevant information to support resolution. Engage respectfully and cooperatively in the process.

6. Implementation and Compliance

Fairbridge Education ensures this policy is effectively implemented across all operations through clear communication, training, and accessible systems. The policy is made available to staff, students and stakeholders via inductions, handbooks and the organisation's website, and is supported by appropriate guidance to ensure complaints and appeals are managed consistently. Systems such as the Complaints and Appeals Registers are maintained to support accurate record keeping, and processes are designed to be accessible, fair, and free of charge for all users.

Compliance with this policy is monitored through regular review of complaint and appeal records, timeframes and outcomes to ensure adherence to the principles of natural justice and procedural fairness. Records are maintained securely and confidentially in line with regulatory requirements,

and the policy is reviewed at least annually to ensure ongoing alignment with the Standards for RTOs 2025 and other obligations. Non-compliance may result in corrective action, and Fairbridge Education will cooperate with relevant regulatory bodies where required.

7. Related Policies and Documents

- Fairbridge Education Complaints, Grievance and Dispute Resolution Procedure
- Fairbridge Education Appeals Procedure
- Fairbridge Education Appeals Register
- Fairbridge Education Continuous Improvement Register

8. Review and Amendment Log

Document No	Version	Document Owner	Key Stakeholders
RTO_POL_003_V03	3.0	RTO Manager	Trainers, RTO Admin

Approval Date	Authorised by	Review Frequency	Next Review Date
14/05/2026	CEO	Annually	14/05/2027

Review Version	Review Date	Context
V3	14/05/2026	Review and update
V2	21/04/2026	Post-external audit updates; SRTOs 2025
V1	July 2025	Document Creation