



Australian Institute of
Technology Transfer



AITT Student Complaints and Appeals Procedure

AITT RTO 50834

The step-by-step process AITT staff follow to receive, record, investigate, decide and close out student complaints and appeals, including timeframes, escalation and independent review, in support of Standards 2.7 and 2.8 of the Standards for RTOs 2025.

September 2026

V1.0

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Policy Title: AITT Student Complaints and Appeals Procedure**Policy Owner: Chief Executive Officer****Policy Version: 1.0****Approval Date: September 2026****Review Date: December 2027****1. Purpose**

This procedure sets out the steps AITT staff follow to give effect to the AITT Student Complaints and Appeals Policy. It is written for staff. The student-facing explanation of the same process is published in the AITT Student Handbook and on the AITT website.

2. Scope

This procedure applies to every student complaint and appeal received by AITT or by a third party acting on AITT's behalf, in any business unit and in any state.

3. How a Complaint or Appeal Reaches AITT

A complaint or appeal may arrive in any of the following ways, and all are valid:

- In writing, by email to training@aitt.com.au or by letter
- Verbally, to a trainer, assessor or administration staff member, in person or by telephone
- Through a completed feedback or evaluation form
- Through a third party such as a partner school, which must refer it to AITT on the day it is received

Any staff member who receives a complaint or appeal refers it to the Senior Manager on the same working day. Staff do not attempt to determine a formal complaint themselves.

4. Step 1 — Record

On the day the matter is received, the Senior Manager creates an entry in the AITT Complaints and Appeals Register capturing:

- A unique reference number and the date received
- Whether the matter is a complaint or an appeal
- The student's name, student number, course and campus
- Who the matter concerns — AITT, a staff member, a contractor, a third party or another student
- A factual summary of what the student has raised and what outcome they are seeking
- The name of the person assigned to manage the matter

Where the complaint was made verbally, the Senior Manager writes it up, sends the written record to the student, and asks the student to confirm it is accurate before the investigation begins.

5. Step 2 — Acknowledge

Within five (5) working days of receipt, the Senior Manager writes to the student confirming:

- What has been received and the reference number
- Who is managing the matter and how to contact them
- The expected timeframe for resolution
- That the student may be accompanied by a support person at any stage
- That making a complaint or appeal will not disadvantage the student

The acknowledgement is saved to the register and to the student file.

6. Step 3 — Assign and Check for Conflict

The Senior Manager assigns the matter to a person who was not involved in the events or decision complained of and who has no personal interest in the outcome. Where the complaint concerns the Senior Manager, the CEO assigns and manages the matter. Where it concerns the CEO, the matter is referred directly to an independent reviewer.

For an appeal against an assessment decision, the reviewer must be an assessor other than the original assessor who holds the credentials required by the Credential Policy for that training product.

Any conflict of interest identified at this step is recorded in the register and managed under the AITT Conflict of Interest Policy.

7. Step 4 — Investigate

The assigned person gathers the facts. Depending on the matter this may include:

- Speaking with the student, and with any other party to the complaint
- Reviewing the student file, assessment evidence, attendance records and correspondence
- Reviewing the relevant AITT policy, procedure or agreement
- Obtaining a written response from the person or third party the complaint concerns

Every party is given a fair opportunity to put their case and to respond to what has been said about them. Notes of each conversation are dated and saved to the matter file.

For an assessment appeal, the review considers whether the assessment was conducted in accordance with the principles of assessment and rules of

evidence, whether the judgement was supported by the evidence, and whether any reasonable adjustment that should have applied was made.

8. Step 5 — Decide

The assigned person makes a decision on the evidence and records:

- The findings of fact
- The decision, including whether the complaint is upheld, partly upheld or not upheld, or whether the original decision is confirmed, varied or set aside
- The reasons for the decision
- Any remedy or action to be taken, with an owner and a due date

Where an assessment appeal is upheld, the outcome may be reassessment at no cost to the student, a revised result, or another remedy appropriate to the circumstances.

9. Step 6 — Communicate the Outcome

Within twenty (20) working days of acknowledgement, the outcome is communicated in writing. For a complaint, the outcome is communicated to all parties to the complaint. For an appeal, it is communicated to the appellant.

The written outcome states the decision, the reasons for it, any action AITT will take, and the student's right to request review by an independent third party at no cost to them if they remain dissatisfied, together with the twenty working day window in which to request it.

10. Step 7 — Where More Time Is Needed

If the matter cannot be resolved within twenty working days, the Senior Manager writes to the student before that period expires and states why more time is required, the expected completion date, and that the student will be updated at least every ten (10) working days. Each update is recorded in the register.

Where a matter will take more than sixty (60) calendar days to finalise, the reasons are given to the student in writing and the matter is reported to the CEO.

11. Step 8 — Independent Review

Where the student requests independent review:

- The Senior Manager refers the request to the CEO within five (5) working days
- The CEO proposes an independent reviewer and confirms the appointment with the student, ensuring the reviewer has no interest in the matter and no relationship with AITT beyond the review

- AITT provides the reviewer with the complete matter file and meets the full cost of the review
- AITT gives effect to the reviewer's recommendations and confirms the outcome to the student in writing

The independent review, its cost and its outcome are recorded in the register.

12. Step 9 — Close Out and Improve

The Senior Manager closes the register entry once the outcome has been communicated and any agreed action has been completed. The entry records the closing date and the total elapsed time.

Where the matter reveals a systemic cause — a policy that is unclear, a process that failed, a resource that was inadequate, or training that was needed — the Senior Manager raises an entry in the Quality Improvement Register with an owner and a due date, and closes the loop when the action is complete.

13. Reporting

The Senior Manager reports to each Compliance and Continuous Improvement meeting on:

- Complaints and appeals received, resolved and open
- Matters outside the twenty working day timeframe and the reason
- Themes and recurring causes
- Improvement actions raised and their status

This reporting forms part of AITT's evidence of self-assurance and feeds the annual self-assessment against the Standards for RTOs 2025.

14. Records

The following records are created and retained under this procedure, in accordance with the AITT Records Management Policy:

- Complaints and Appeals Register entry
- Written acknowledgement to the student
- Investigation notes and evidence gathered
- Written outcome and reasons
- Independent review report, where one occurred
- Quality Improvement Register entry, where one was raised

15. Related Documents

- AITT Student Complaints and Appeals Policy
- AITT Student Handbook
- AITT Conflict of Interest Policy
- AITT Privacy Policy

- AITT Records Management Policy
- AITT Continuous Quality Improvement Policy

16. Monitoring and Review

This procedure is reviewed with the AITT Student Complaints and Appeals Policy, and earlier if reporting shows that timeframes are not being met or that the process is not working as intended.

17. Approval

Policy Title **AITT Student Complaints and Appeals Procedure**

Policy Owner CEO – Hanif Kuthubutheen

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Approval Date September 2026

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Approved By CEO – Australian Institute of Technology Transfer (AITT)

Signature 

Hanif Kuthubutheen

Chief Executive Officer

AITT