



Australian Institute of
Technology Transfer



AITT Student Complaints and Appeals Policy

AITT RTO 50834

Setting out how AITT receives, manages and resolves student feedback, complaints and appeals fairly, transparently and within defined timeframes, and how outcomes inform continuous improvement, in accordance with Standards 2.7 and 2.8 of the Standards for RTOs 2025.

September 2026

V1.0

Table of Contents

1. Purpose.....	3
2. Scope.....	3
3. Definitions.....	3
4. Policy Statement.....	4
5. Principles.....	4
6. Providing Feedback.....	5
7. Complaints.....	5
8. Appeals.....	5
9. Independent Review.....	5
10. Timeframes.....	6
11. Support for Students.....	6
12. Records, Confidentiality and Privacy.....	6
13. Continuous Improvement.....	7
14. Publication and Accessibility.....	7
15. External Avenues.....	7
16. Roles and Responsibilities.....	7
17. Related Documents.....	8
18. Legislative and Regulatory Framework.....	8
19. Monitoring and Review.....	8
20. Approval.....	9

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

This policy sets out how the Australian Institute of Technology Transfer (AITT) receives, manages and resolves feedback, complaints and appeals from students.

AITT recognises that students have a right to raise concerns about the services they receive and to seek review of decisions that adversely affect them. A complaint or appeal is treated as information about how AITT is performing, not as a difficulty to be managed away.

This policy is mandatory and applies to all training, assessment and support services delivered by AITT or on AITT's behalf.

2. Scope

This policy applies to all students, prospective students and former students of AITT across all three business units — Training and Assessment, Work Skills and Business, and Early Childhood Education and Care — in every state in which AITT operates.

Students may make a complaint about, or appeal a decision made by:

- AITT as an organisation, including its administrative and business practices
- Any person employed or contracted by AITT, including trainers, assessors, administrative staff and subject matter experts
- Any third party delivering training, assessment or services on AITT's behalf, including partner schools and auspicing arrangements
- Another student, where the conduct affects the complainant's training, assessment or wellbeing

Complaints and appeals from trainers and assessors are managed under the AITT Complaints and Appeals Policy (Trainer-Assessor). Complaints involving sexual harassment are managed under the AITT Sexual Harassment Prevention Policy. Where a complaint concerns the safety or wellbeing of a child, the AITT Child Safe Policy and mandatory notification obligations take precedence and apply immediately.

3. Definitions**Feedback**

Any comment, suggestion or observation a student offers about AITT's services, whether positive or negative, that does not require a formal response.

Complaint

An expression of dissatisfaction with an AITT service, decision, action or omission, or with the conduct of a person connected to AITT, where the student seeks a response or resolution.

Appeal

A request for review of a decision made by AITT or a third party that adversely affects the student. This includes, but is not limited to, assessment decisions, decisions about recognition of prior learning or credit transfer, decisions about fees or refunds, and disciplinary decisions.

Procedural fairness

The obligation to hear all parties, to consider the matter without bias, to base a decision on evidence, and to give the affected person reasons for the decision.

4. Policy Statement

AITT operates a complaints management system and an appeals management system that are accessible to all students, free to use, and applied consistently regardless of who the complaint concerns.

AITT will not disadvantage, penalise or treat less favourably any student who makes a complaint or lodges an appeal in good faith. Students may continue in training while a complaint or appeal is being considered unless doing so presents a risk to the safety or wellbeing of any person.

5. Principles

All complaints and appeals are managed in accordance with the following principles:

- Accessibility — the process is published, plainly written, and available at no cost to the student
- Procedural fairness — all parties are given the opportunity to present their case, and decisions are made on the evidence by a person without a personal interest in the outcome
- Timeliness — matters are acknowledged and resolved within the timeframes set out in this policy
- Confidentiality — information is disclosed only to those who need it to resolve the matter
- Transparency — the student is told what the decision is and the reasons for it
- Improvement — every complaint and appeal is treated as an input to AITT's continuous improvement system

6. Providing Feedback

Students are invited to provide feedback at any time, and are asked for feedback at defined points in their training through course evaluation and learner questionnaires. Feedback may be given to a trainer, to administration staff, through a feedback form, or by email to training@aitt.com.au.

Feedback that indicates dissatisfaction requiring a response is recorded and managed as a complaint under this policy, whether or not the student uses that word.

7. Complaints

AITT encourages students to raise a concern informally in the first instance with the person concerned or their trainer, where the student feels comfortable doing so and where the matter is capable of being resolved that way. Informal resolution is not a precondition to making a formal complaint, and a student may lodge a formal complaint at any time.

A formal complaint may be made in writing, verbally, or with the assistance of a support person or advocate. Where a complaint is made verbally, AITT will record it in writing and confirm the record with the student.

All complaints are recorded in the AITT Complaints and Appeals Register at the point they are received.

8. Appeals

A student who is adversely affected by a decision of AITT or of a third party acting on AITT's behalf may appeal that decision. Appeals must be lodged within twenty (20) working days of the student being notified of the decision. AITT may accept a late appeal where there are reasonable grounds for the delay.

An appeal is considered by a person who was not involved in making the original decision. Where an appeal concerns an assessment decision, the reassessment or review is conducted by an assessor other than the original assessor, who holds the credentials required by the Credential Policy for the training product concerned.

Lodging an appeal does not of itself change the original decision. The original decision stands until the appeal is determined.

9. Independent Review

Where a student is not satisfied with the outcome of an internal appeal, the student may request review by an independent third party.

The independent reviewer will be a person or body agreed between AITT and the student who has no interest in the matter and no relationship with AITT beyond the review itself. AITT meets the full cost of the independent review, so that independent review is available to the student at no cost.

AITT will provide the independent reviewer with all relevant records, will give effect to the reviewer's recommendations, and will advise the student in writing of the outcome and of any action taken.

10. Timeframes

AITT applies the following timeframes to every complaint and appeal:

- Acknowledgement — within five (5) working days of receipt, in writing, confirming what has been received and who is managing the matter
- Resolution — within twenty (20) working days of acknowledgement
- Extended matters — where a matter cannot reasonably be resolved within twenty working days, AITT will write to the student before that period expires, explain why more time is required, provide an expected completion date, and update the student at least every ten (10) working days until the matter is resolved
- Request for independent review — the student has twenty (20) working days from being notified of the internal appeal outcome in which to request independent review

Where a complaint or appeal will take more than sixty (60) calendar days to finalise, AITT will inform the student in writing of the reasons and will continue to provide written progress updates.

11. Support for Students

AITT supports students to raise concerns. A student may be accompanied and assisted by a support person of their choosing at any stage, including a family member, friend, advocate or interpreter.

Where a student requires assistance to put a complaint or appeal in writing, AITT staff will assist or will accept the matter verbally and record it on the student's behalf. Reasonable adjustments are made where a student's disability, language, literacy or numeracy needs would otherwise limit their access to the process.

Where a student is under 18 years of age, AITT will involve the student's parent, guardian or nominated support person unless doing so would place the student at risk.

12. Records, Confidentiality and Privacy

All complaints and appeals, and their outcomes, are documented in the AITT Complaints and Appeals Register. The record includes the date received, the nature of the matter, the parties, the steps taken, the decision and reasons, the date the outcome was communicated, and any improvement action arising.

The outcome of a complaint is communicated in writing to all parties to the complaint. The outcome of an appeal is communicated in writing to the appellant, with reasons.

Records are retained in accordance with the AITT Records Management Policy and handled in accordance with the AITT Privacy Policy and the Privacy Act 1988. Information is disclosed only to those who need it in order to resolve the matter or as required by law.

13. Continuous Improvement

Complaints, appeals and feedback are reviewed collectively at AITT's Compliance and Continuous Improvement meetings. Trends, recurring issues and systemic causes are identified and recorded in the Quality Improvement Register, with an owner and a due date for each action.

Improvement actions arising from complaints and appeals are reported to the CEO and form part of AITT's annual self-assessment against the Standards for RTOs 2025.

14. Publication and Accessibility

Information about how to provide feedback, make a complaint and lodge an appeal is published on the AITT website, is included in the AITT Student Handbook, and is covered at student induction. This policy is publicly available on the AITT website at no cost and without the need to request it.

15. External Avenues

A student who remains dissatisfied after AITT's internal processes and independent review have been exhausted may take the matter further. AITT will provide contact details on request and will not obstruct a student from pursuing any of the following:

- The National Training Complaints Hotline on 13 38 73
- The Australian Skills Quality Authority (ASQA), for concerns about AITT's compliance as a registered training organisation
- The relevant state training authority, where the training is government funded
- Consumer protection, anti-discrimination or ombudsman services in the relevant state

Nothing in this policy limits a student's right to pursue other legal remedies.

16. Roles and Responsibilities

Chief Executive Officer

Owns this policy, decides matters escalated beyond the Senior Manager, appoints independent reviewers, and reports complaint and appeal trends to the governing persons.

Senior Manager / Compliance

Maintains the Complaints and Appeals Register, manages formal complaints and appeals, monitors timeframes, and refers improvement actions to the Quality Improvement Register.

Trainers, assessors and staff

Receive concerns respectfully, assist students to access this process, and refer every formal complaint or appeal to the Senior Manager on the day it is received.

Third parties

Refer any student complaint or appeal to AITT immediately, cooperate with the investigation, and do not attempt to determine the matter independently.

17. Related Documents

- AITT Student Complaints and Appeals Procedure
- AITT Complaints and Appeals Register
- AITT Student Handbook
- AITT Complaints and Appeals Policy (Trainer-Assessor)
- AITT Student Code of Conduct
- AITT Access and Equity Policy
- AITT Privacy Policy
- AITT Records Management Policy
- AITT Continuous Quality Improvement Policy
- AITT Child Safe Policy

18. Legislative and Regulatory Framework

- Standards for RTOs 2025 — Standard 2.7 (Feedback and complaints) and Standard 2.8 (Appeals)
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Australian Consumer Law
- Applicable state anti-discrimination and equal opportunity legislation

19. Monitoring and Review

This policy is reviewed at least every two years, and earlier where there is a change to the Standards or relevant legislation, a pattern of complaints indicating the process is not working, an audit or validation finding, or feedback from students or staff about the process itself.

The CEO approves this policy and any revision to it.

20. Approval

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

Policy Owner CEO – Hanif Kuthubutheen

Policy Version 1.0

Approval Date September 2026

Review Date December 2027

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

Signature 

Hanif Kuthubutheen

Chief Executive Officer

AITT