



# **CANBERRA VALLEY INSTITUTE**

**Document:** Complaints and Appeals Policy and Procedure

*(Aligned to RTO Standards 2025)*

<b>Approved by:</b> CEO	<b>Version:</b> 2.0	<b>Date:</b> 11/12/2025	<b>Review date:</b> 12/12/2026
-------------------------	---------------------	-------------------------	--------------------------------

## **Complaints and Appeals Policy and Procedure**

LUMINOUS EDUCATION PTY. LTD. T/As Canberra Valley Institute | RTO Code: 41498 | CRICOS Code: 03937D

**Email:** [info@cvi.edu.au](mailto:info@cvi.edu.au) | **Website:** [www.cvi.edu.au](http://www.cvi.edu.au) | **Contact Number:** 1800 003 363

**Address:** Suite 4, Level 3, 15 Moore Street, Canberra, ACT, 2601



## Contents

1. Overview.....	3
2. Scope .....	3
3. Definitions.....	3
4. Policy and Procedure.....	4
4.1 Submitting a Complaint or Appeal .....	4
4.2 Acknowledgement of Receipt .....	4
4.3 Investigation Process .....	4
4.4 Decision and Notification .....	5
4.5 External Review Options .....	5
4.6 Record Keeping and Continuous Improvement .....	5
5. Responsible person .....	6
6. Related Documents .....	6
7. Review of Policy .....	6

### **Complaints and Appeals Policy and Procedure**

LUMINOUS EDUCATION PTY. LTD. T/As Canberra Valley Institute | RTO Code: 41498 | CRICOS Code: 03937D

**Email:** [info@cvi.edu.au](mailto:info@cvi.edu.au) | **Website:** [www.cvi.edu.au](http://www.cvi.edu.au) | **Contact Number:** 1800 003 363

**Address:** Suite 4, Level 3, 15 Moore Street, Canberra, ACT, 2601



## 1. Overview

This policy ensures that the Canberra Valley Institute (CVI) management systems remain effective and efficient in their operations and are compliant with the RTO Standards 2025, particularly **Standards 2.7 and 2.8, along with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.**

The goal of an effective feedback and complaints management system is to improve the overall quality of the VET sector and to increase stakeholder engagement, confidence, and trust in Canberra Valley Institute (CVI).

This policy and procedure help Canberra Valley Institute (CVI) identify and address systemic issues and ensure that CVI continuously improves practices to meet the outcomes outlined in the Standards and better serve students, staff, and others.

Canberra Valley Institute (CVI) acknowledges that decisions can greatly affect students and staff, and it is committed to ensuring a fair and equitable appeals process.

## 2. Scope

In accordance with the revised **RTO Standards 2025 (Standards) [2.7 & 2.8] and Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018**, this policy covers the systems that ensure feedback and complaints management processes address concerns and support continuous improvement strategies, while maintaining an effective appeals process available when decisions made by the RTO or a third party adversely affect a person across Canberra Valley Institute (CVI) scope of registration and within the training and assessment industry.

## 3. Definitions

For this policy document, Canberra Valley Institute (CVI) has identified the necessity to define the following expressions:

**A complaint** means a statement that something is unsatisfactory or unacceptable.

Complaints occur when someone is unhappy and asks for action to fix the issue. These issues can involve unfair treatment during assessments, unjust disciplinary actions, sexual harassment, or violations of equal opportunity principles in education or employment. It doesn't matter if a person experiences an injustice or merely believes so. Goodwill is harmed in either case unless there is a chance to voice the complaint and find a mutually acceptable solution

### Complaints and Appeals Policy and Procedure



and outcome.

**Appeal** means an application (to a recognized authority) for corroboration, vindication, or a decision.

Appeals occur when a student is unhappy with an assessment decision or result.

Appeals can involve assessment decisions but also include other choices, such as a decision to exclude a student from a program, or when someone is dissatisfied with a decision related to complaints that are not about assessment outcomes.

**Person** means a student, prospective student, staff member, client, customer, or employer.

## 4. Policy and Procedure

### 4.1 Submitting a Complaint or Appeal

1. Individuals who want to make a complaint or appeal are encouraged to do so in writing by using the Complaints and Appeals Form.
2. Forms can be submitted by email, in person, or through the Institute's online submission system (where available).
3. Anonymous submissions might be accepted if sufficient detail is provided to allow a fair review.
4. The Institute encourages complainants to raise concerns as early as possible so they can be addressed quickly and informally when appropriate.

### 4.2 Acknowledgement of Receipt

1. Once a complaint or appeal is received, the Institute will issue a **written acknowledgement within two (2) business days**.
2. A Case Officer will be assigned to handle the matter. The officer will remain independent of the issue and ensure there is no conflict of interest.
3. The Case Officer will contact the complainant to confirm the process, expected timelines, and next steps.

### 4.3 Investigation Process

1. The **Compliance Manager** (or delegated officer) will initiate a **fair and impartial investigation** of the complaint or appeal.
2. All parties involved will:
  - Receive **written notice** that an investigation has commenced.
  - Be provided with a **summary of the issues** and supporting information.
  - Can **respond and submit evidence** or statements; and

#### Complaints and Appeals Policy and Procedure



- Be entitled to **bring a support person or representative** to any meeting.
3. The Investigator will:
    - Collect and analyse all relevant information and documentation.
    - Conduct interviews as needed to ensure a well-rounded understanding of the matter.
    - Keep detailed records of all communications, findings, and decisions.
    - Ensure that the principles of natural justice and procedural fairness are upheld at all times.
  4. Investigations should be finished within ten (10) business days. If more time is needed, the complainant will be notified in writing of the reasons and the new timeframe.
  5. Both parties will be given a fair opportunity to present their case and any supporting evidence.
  6. The Institute will make sure that no individual faces victimization or disadvantage because of filing a complaint or appeal.

#### 4.4 Decision and Notification

1. Once the investigation is finalised, the complainant will receive a **written outcome** including:
  - The **decision** reached.
  - The **reasons and evidence** supporting the decision.
  - Any **actions or remedies** to be implemented; and
  - Information on the **right to appeal internally or externally**.
2. The Institute will issue the written outcome **within twenty (20) working days** of receiving the complaint or appeal, unless otherwise advised in writing.

#### 4.5 External Review Options

If the complainant is still dissatisfied after the internal process concludes, they may escalate the matter to an appropriate external authority, such as:

- **National Training Complaints Hotline:** 13 38 73
- **Australian Skills Quality Authority (ASQA)** – for issues related to RTO standards or compliance.
- The **relevant State or Territory Ombudsman**, where applicable

The Institute will fully cooperate with any external investigation or review.

#### 4.6 Record Keeping and Continuous Improvement

1. All complaint and appeal documentation will be **stored securely** and retained for a minimum of **five (5) years** after closure.

#### Complaints and Appeals Policy and Procedure



2. The Compliance Manager will review **complaint and appeal data quarterly** to identify recurring issues or improvement opportunities.
3. Findings and recommended actions will be recorded in the **Continuous Improvement Register** and presented at **monthly management meetings** for discussion and follow-up.
4. Outcomes of reviews may lead to policy updates, staff training, or procedural enhancements to improve the Institute's services and operations.

## 5. Responsible person

- Chief Executive Officer
- Trainer and Assessor
- Student

## 6. Related Documents

- Complaints and Appeals Form
- Continuous Improvement Register

## 7. Review of Policy

Canberra Valley Institute (CVI) will review the *Complaints and Appeals Policy and Procedure* annually or on a needs basis (whichever occurs first).