



Complaints and Appeals Policy

Policy Name

Complaints and Appeals Policy

Version

2.0

Effective Date

1 July 2025

Review Date

1 July 2026

Policy Owner

Compliance Manager

Related Standards

Outcome Standards 1.6, 4.2; Compliance Requirements 6, 16

1. Purpose

To ensure that all learners, staff, and stakeholders have access to a fair, transparent and timely process for making complaints and lodging appeals in relation to any aspect of the training, assessment or services provided by NUA Learn.

2. Scope

This policy applies to:

- Learners enrolled in any course delivered by NUA Learn
- NUA Learn employees, contractors and third-party partners
- Complaints about training, assessment, learner support, administration, enrolment, facilities or interactions with staff
- Appeals against decisions made by NUA Learn, including assessment outcomes, misconduct determinations and enrolment decisions

3. Definitions

- Complaint: A concern or dissatisfaction expressed about a service, process or individual
- Appeal: A request for reconsideration of a decision made by NUA Learn
- Procedural Fairness: Ensures impartiality and transparency in decision-making
- Natural Justice: Provides the right to be heard and the right to an unbiased decision

4. Policy Statement

NUA Learn is committed to the prompt and fair resolution of complaints and appeals and will:

- Acknowledge all complaints and appeals within 5 working days
- Resolve issues within 20 working days or advise of delays and interim steps
- Provide access to independent review where internal resolution is not satisfactory

- Ensure no party is victimised or disadvantaged for raising concerns
- Record all actions in the Complaints and Appeals Register
- Analyse trends to inform continuous improvement

5. Complaints and Appeals Lodgement Process

1. Learner or stakeholder completes the Complaints and Appeals Form
2. Form submitted via:
 - Email to compliance@nualearn.edu.au
 - In-person at the NUA Learn/IDEAcademy Reception
3. Compliance Manager logs and acknowledges receipt
4. Matter investigated in accordance with procedural fairness
5. Resolution provided in writing with reason and next steps

6. Internal and External Review

- If the complainant is unsatisfied, the matter is escalated internally to the CEO
- If unresolved, the individual may request external review through:
 - National Training Complaints Hotline: 13 38 73
 - ASQA or relevant Ombudsman for government-funded learners
- Learners are advised of these rights in writing

7. Recordkeeping and Confidentiality

- All complaints and appeals are documented in the Complaints and Appeals Register
- Records are stored securely for a minimum of 7 years
- All matters are handled with confidentiality and access is restricted to authorised personnel

8. Responsibilities

Role	Responsibility
Compliance Manager	Oversee complaints handling, log all cases and report outcomes
CEO	Review escalated appeals and make final decisions where required
Trainers and Staff	Support learners in lodging issues, refer to appropriate channels
All Staff	Uphold confidentiality, fairness and responsiveness at all times

9. Monitoring and Review

- Compliance Manager will review complaints quarterly for trends
- Issues and resolutions will be fed into the Continuous Improvement Register
- Policy reviewed annually or after significant complaints or regulatory feedback

10. Related Documents

- Complaints and Appeals Form
- Complaints and Appeals Register
- Staff Handbook
- Continuous Improvement and Quality Assurance Policy
- Privacy and Confidentiality Policy
- Complaints Process Flowchart