



Complaints and Appeals Policy

Contents

1.0	PURPOSE	1
2.0	SCOPE	1
3.0	DEFINITIONS	1
4.0	REFERENCES	2
5.0	POLICY	2
6.0	PROCEDURES	4
7.0	RESPONSIBILITIES	4
8.0	VERSION CONTROL & DOCUMENT HISTORY	4

1.0 PURPOSE

This policy outlines EMPOWA Training (EMPOWA) commitment to providing training services that are fair, effective, efficient, timely and reasonable and provide a prompt approach to the resolution of complaints and appeals related to both academic and non-academic matters.

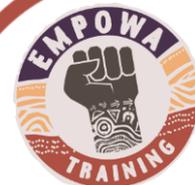
2.0 SCOPE

This policy and its associated procedures apply to IUIH Board Members, IUIH CEO, relevant IUIH Executive Leaders, EMPOWA Training RTO Committee Members, EMPOWA Training (EMPOWA) staff and IUIH staff affiliated with EMPOWA.

EMPOWA ensures that where a third party is registered to provide services on behalf of EMPOWA, will be subject of a written agreement, and services delivered comply with this policy and its associated procedures.

3.0 DEFINITIONS

Unless otherwise specified, all terms in this document have the same meaning assigned to them as TRG-POL-006 RTO Governance Policy.



Complaints and Appeals Policy

4.0 REFERENCES

Legislation	S3.6, 3.7 National Vocational Education and Training Regulator Act 2011
Standards	Standards for Registered Training Organisations 2025 <i>Standards 2.7 and 2.8</i>
Related Procedures	TRG-PRO-014 Complaints and appeals procedure
Other references for external avenues.	<p>The Queensland Ombudsman https://www.ombudsman.qld.gov.au/about-us/contact-us</p> <p>Federal Regulator The federal regulator for vocational education and training is the Australian Skills Quality Authority (ASQA), whose contact details are:</p> <ul style="list-style-type: none">• 1300 701 801• enquiries@asqa.gov.au• GPO Box 9928 Melbourne Vic 3001• asqa.gov.au <p>QLD – Fair Trading Queensland Make a consumer complaint Your rights, crime and the law Queensland Government (www.qld.gov.au)</p> <p>National Training Complaints Hotline: Complaints about training providers can be made at the National Training Complaints Hotline:</p> <ul style="list-style-type: none">• 13 38 73 - select option 4.• education.gov.au/email-complaints <p>https://www.dewr.gov.au/national-training-complaints-hotline</p> <p>QLD – Fair Trading Queensland https://www.ombudsman.qld.gov.au/</p>

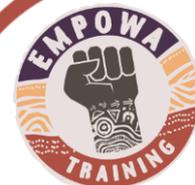
5.0 POLICY

EMPOWA Training (EMPOWA) acknowledges that learners, staff, and general public have the right to make a complaint about services provided by EMPOWA, and that addressing complaints provides EMPOWA with opportunity to improve its products and services. EMPOWA will not charge a fee for any part of the internal complaints and appeals process.



Complaints and Appeals Policy

- (a) EMPOWA has a complaints and appeals procedure to manage and responds to complaints and appeals in relation to the quality of training and assessment; the quality of client services; and compliance with the VET Quality Framework, including allegations involving the conduct of:
- i. EMPOWA Training, its trainers, assessors, or other staff;
 - ii. a third-party where services approved by ASQA on EMPOWA's behalf, its trainers, assessors,
 - iii. or other staff; or
 - iv. a learner of EMPOWA
- (b) EMPOWA ensures that its complaints and appeals processes do not require learners to:
- i. Complete overly complex forms, which can be a barrier to students expressing their concerns;
 - ii. Provide extensive written information as part of the complaints process.
- (c) EMPOWA ensures that:
- i. The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by allowing each person involved to tell their side of the story before a decision is made, and ensuring that decision makers are independent of the decision being reviewed;
 - ii. The complaints and appeals processes are publicly available in the Learner Handbook;
 - iii. The Learner Handbook sets out the procedure for making a complaint or requesting an appeal;
 - iv. Complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable;
 - v. There is provision for a review by an appropriate party independent of EMPOWA and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal. Any costs associated with an independent review are disclosed in the Learner Handbook, so all parties are aware of any costs they may need to pay for the independent review.
- (d) Where EMPOWA considers more than 60 calendar days are required to process and finalise the complaint or appeal, EMPOWA:
- i. Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - ii. Regularly updates the complainant or appellant on the progress of the matter.



Complaints and Appeals Policy

- (e) EMPOWA:
 - i. Securely maintains records of all complaints and appeals and their outcomes.
 - ii. Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

6.0 PROCEDURES

Procedures associated with this policy are stored in EMPOWA’s quality compliance system, SharePoint, and will be published on our website.

7.0 RESPONSIBILITIES

Position	Responsible for:
RTO Manager	Approving the policy
Quality Coordinator	Management of the document control Review, and consultation Communication of the policy and procedure to all staff

8.0 VERSION CONTROL & DOCUMENT HISTORY

Ver.	Approved by:	Approval Date	Summary of Modifications	Next Review Date
1.0	Quality Coordinator	17/08/2023	New Policy	
1.0	RTO Manager	17/08/2023	Approved	17/08/2024
1.1	Quality Coordinator	12/12/2025	Reviewed	
1.1	RTO Manager	12/12/2025	Approved	12/12/2027