
Purpose:	This policy establishes a clear, accessible, and responsive framework for managing complaints and appeals to ensure fair, transparent, and timely resolution of issues raised by learners, staff, clients, and stakeholders. It supports quality outcomes, protects learner interests, and drives continuous improvement across all operations.
Scope:	This policy applies to all learners, staff, contractors, and third parties engaged by Beleco Academy in the delivery of training, assessment, and related services.
Responsibilities:	The CEO is accountable for ensuring: <ul style="list-style-type: none">• Effective implementation and oversight of complaints and appeals processes• Decisions are evidence-based, impartial, and consistent• Outcomes contribute to continuous improvement and risk mitigation• The process aligns with regulatory expectations and organisational governance All staff are responsible for identifying, reporting, and responding to complaints in accordance with this policy.
Standards:	This policy aligns with the Standards for RTOs 2025, specifically supporting outcomes relating to: <ul style="list-style-type: none">• Learner rights and protection• Fair and valid assessment practices• Governance and accountability• Risk management• Continuous improvement• Information transparency and recordkeeping
Policies:	This policy is supported by the <i>Compliance and Governance</i> and supports the <i>Fees, Charges and Refunds</i> and <i>Training and Assessment</i> policies.
Procedures:	This policy is supported by the <i>Complaints & Appeals Procedures</i> .
Tools:	This policy is supported by the <i>Complaints and Appeals Form</i> , <i>Complaints Register</i> , <i>Appeals Register</i> , <i>Complaints and Appeals Acknowledgement Letter</i> , <i>Student Code of Conduct</i> , <i>Continuous Improvement Register</i> and <i>Student Handbook</i> .

Definitions

Appeal means a request for a decision to be made by Beleco Academy. Appeals may relate to course admissions, refund assessments, Beleco Academy's response to a Complaint or training and assessment outcomes.

Complaint means a formal expression of dissatisfaction with any product, service or conduct by Beleco Academy, it's staff, contractors, students or any applicable third parties. A Complaint can relate to the enrolment process, marketing information and permissions, quality of training and assessment, student progress, student support, assessment requirements or the behaviour or actions of Beleco Academy's staff, contractors, students or any applicable third parties.

Policy Statement

1. Commitment to Fairness and Accessibility

Beleco Academy ensures all complaints and appeals processes are:

- I. Easily accessible and clearly communicated
- II. Free from barriers to access
- III. Managed using principles of natural justice and procedural fairness
- IV. Confidential and respectful of all parties

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2. Timely and Transparent Resolution

- I. All complaints and appeals will be acknowledged within 2 business days
- II. Resolution will be finalised within 30 calendar days wherever possible
- III. Where delays occur, affected parties will be informed of:
 - a. Reasons for delay
 - b. Expected timeframes
 - c. Progress updates

3. Procedural Fairness and Participation

- I. All parties are given the opportunity to present their case
- II. Decisions are based on valid, sufficient, current, and authentic evidence
- III. No party will be disadvantaged or victimised for lodging a complaint or appeal

4. Independent and Unbiased Decision-Making

- I. Where required, decisions will be reviewed by an independent or suitably qualified person
- II. Assessment appeals will include independent reassessment where appropriate
- III. Conflicts of interest (actual or perceived) will be actively managed

5. Escalation and External Review

- I. Where internal processes do not resolve the matter, complainants/appellants will be advised of external review options
- II. Beleco Academy will cooperate fully with external bodies and implement recommendations where appropriate

6. Risk Management and Serious Matters

- I. Serious complaints (e.g. misconduct, safety risks, regulatory breaches) will be escalated immediately
- II. Regulatory or legal notification will occur where required
- III. Immediate actions will be taken to protect learners and maintain integrity of services

7. Recordkeeping and Data Integrity

- I. All complaints and appeals are recorded securely and systematically
- II. Records include outcomes, actions taken, and supporting evidence
- III. Data is used to identify trends, systemic issues, and improvement opportunities

8. Continuous Improvement and Quality Assurance

- I. Complaint and appeal outcomes are analysed to:
 - a. Identify root causes
 - b. Inform corrective and preventative actions
 - c. Improve training, assessment, and support services
- II. Improvements are recorded and monitored within the continuous improvement system

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9. Transparency and Availability

- I. This policy and associated procedures are publicly available
- II. Learners are informed of their rights and processes prior to enrolment and throughout their training journey

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