

First Aid Management & Training Centre

RTO 20776

Policy Name:

Feedback, Complaints and Appeals

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Legislation: Outcome Standards for RTOs, Standard 2.7, 2.8

Policy

First Aid Management & Training Centre is committed to collecting feedback from students, staff and employers so that it can continuously improve the services which it provides to all stakeholders

First Aid Management & Training Centre accepts that at times students, staff, and employers will have legitimate complaints about the Centre's services or about the way in which the Centre may have operated. These procedures provide stakeholders with information on the lodging of complaints and the processes which First Aid Management & Training Centre will follow in order to provide outcomes which are acceptable to all parties.

The Centre is committed to continuous improvement and is fully receptive to feedback and complaints. The Centre will provide a blame-free culture, where there is no detriment to people who complain. The Centre aims to resolve complaints and appeals honestly, fairly and without bias.

This policy and procedure and applicable forms are available to all students and potential students by directly contacting First Aid Management & Training Centre or through the Centre's website. Information on these procedures is also included in the Student Handbook.

Procedures

Feedback

First Aid Management & Training Centre encourages stakeholders, including students, staff, and employers, to provide feedback to the Centre at any time. A feedback form is available on the Centre website at <https://www.firstaidmanagement.com.au/>, but feedback can be provided in any form. Students may also provide feedback through the student portal in the student management system. All feedback will be acknowledged unless it is anonymous, and advice will be provided on any action taken as a result of the feedback.

Students and employers will be requested to provide formal feedback annually.

All feedback received will be recorded in the Continuous Improvement Register, will be analysed in detail, and a decision will be made as to whether it requires action by the Centre

Where rectification action is required, details of the action to be taken, responsibilities, and timelines for rectification will be recorded in the Continuous Improvement Register. The Register will be monitored regularly to ensure that the required actions have been completed.

Complaints

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Informal stage

1. In the first instance, a complaint should be discussed as soon as possible with the person/s involved.
2. Parties to the complaint are encouraged to resolve the grievance through open discussion with the person who is the subject of the complaint, or is responsible for acting on the complaint.
3. Parties to the complaint can have a supporter assist and support them during discussions.
4. The parties to the complaint may choose to prepare and sign off on an agreed outcome.
5. If the matter of the complaint is not resolved, and if the complainant wishes to take the matter further, the complainant should submit a formal complaint.

Formal Complaints

1. Any student, potential student, employer, or member of staff may submit a formal complaint to First Aid Management & Training Centre with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
2. Complainants have the right to access advice and support from independent external agencies/ persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
3. Any person wishing to submit a formal complaint can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the Centre, or through First Aid Management & Training Centre's website.
4. The complaint may be submitted to the Centre through the following methods
 - Email to Administration at firstaid@firstaidmanagement.com.au
 - Directly to a member of staff
 - Via the student portal
5. When a formal complaint is received it is to be entered into the Complaints and Appeals Register and forwarded to the CEO.
6. The CEO will acknowledge receipt of the complaint in writing within 5 working days of it receipt.
7. All complaints will be investigated impartially and any investigation will uphold the principles of natural justice and procedural fairness
8. A complainant may be assisted or accompanied by a support person throughout the process at all times.
9. The CEO shall refer the matter to the appropriate personnel for review and investigation. This investigation is to be completed and a recommendation submitted to the CEO within 15 working days. In some circumstances, the investigation may take longer than 15 working days and in these situations the CEO will communicate the need for additional time to the parties involved.
10. The relevant personnel conducting the investigation will be required to conduct interviews of relevant parties and maintain confidentiality.

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11. The relevant personnel conducting the investigation will recommend action for resolution of the complaint to the CEO.
 12. Once a decision has been reached the CEO will inform all parties involved of the decision in writing within 20 days of receipt of the complaint. The complainant will also be notified that they have the right of appeal and will be referred to the appeals procedure.
 13. The CEO shall ensure that First Aid Management & Training Centre will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the student of the action taken.
- The Complaints and Appeals Register will be updated with all relevant information and copies of all documentation will be placed into the Complaints and Appeals file by Student Administration.

Appealing a Decision – Internal Appeals

All complainants have the right to appeal decisions made by First Aid Management & Training Centre where reasonable grounds can be established. The areas in which a student may appeal a decision made by First Aid Management & Training Centre may include:

- Final assessment outcomes for a unit
- Admission and enrolment related decisions
- Outcomes of complaints
- Outcomes from discipline/general misconduct and academic misconduct process
- Credit and RPL decisions

If the complainant is not satisfied with the outcomes of the complaint, they may lodge an appeal against the decision.

The appeal application must be lodged within 20 working days of the date of receipt of the original decision and should be lodged with Administration using the complaints and Appeals form.

The CEO will acknowledge receipt of the appeal within 5 working days of the receipt of the appeal.

The CEO will investigate the details of the appeal and will make a decision within 15 working days of receipt of the appeal.

If the appeal is in regard to an assessment decision, the CEO will arrange for the student's work to be reassessed by a different assessor.

The complainant will be notified in writing of the outcome with reasons for the decision within 20 days of the receipt of the appeal, and the Complaints and Appeals Register will be updated. The complainant will be provided the option of activating the external appeals process if they are not satisfied with the outcome.

Further steps– External Appeals

If the complainant is still dissatisfied with the decision, the complainant has the right to lodge a complaint externally with the National Training Complaints Hotline which can refer your complaint to the most appropriate authority to have your complaint considered.

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Contact details for the National Training Complaints Hotline are:

Phone: 13 38 73

Website: [National Training Complaints Hotline complaints form - Department of Employment and Workplace Relations, Australian Government](#)