

<b>NAME OF POLICY</b>	Complaints & Appeals Policy & Procedure
<b>VERSION</b>	2.1
<b>COMPLY WITH</b>	<a href="#">National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025</a> <a href="#">Smart &amp; Skilled Operating Guidelines 2025 - 2026 Activity Period Released 20 May 2025</a> <a href="#">Smart &amp; Skilled: Consumer Protection Strategy – Part 4 Consumer protection measures section 4.2 The complaints process.</a>
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<b>AUTHOR</b>	Compliance Coordinator
<b>AUTHORISED BY</b>	RTO Manager
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<b>REVIEW DATE</b>	01.07.2026
<b>METS TRAINING SERVICES</b>	Referred throughout this document as METS

## **Purpose**

METS is committed to providing an equitable and fair training and learning environment where the views of all stakeholders are valued, listened to, and acted upon as appropriate in line with METS137 Quality Assurance & Continuous Improvement Policy & Procedure.

METS recognises that the METS033 Complaints & Appeals Policy & Procedure is an important source for collecting valuable feedback from stakeholders. METS aims to resolve identified matters in a practical and equitable manner avoiding escalation where possible.

METS is committed to providing an effective, efficient, timely, fair and confidential complaints handling procedure for all stakeholders. In line with this commitment, METS ensures equitable access to the complaints and appeals process for all stakeholders, including those with disability, language, literacy, numeracy and digital needs, or other support requirements. Assistance will be provided upon request to help stakeholders navigate the process with confidence and dignity.

## **Scope**

This policy and procedure covers the requirements specified in

- [National Vocational Education and Training Regulator \(Outcome Standards for NVR Registered Training Organisations\) Instrument 2025](#) – Part 2 – VET Student Support (Quality Area 2) Division 5 – Feedback, complaints and appeals, Standard 2.7 and Standard 2.8;
- [Smart & Skilled Operating Guidelines 2025 - 2026 Activity Period Released 20](#)

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- Smart & Skilled: Consumer Protection Strategy – Part 4 Consumer protection measures section 4.2 The complaints process.

The policy and procedure applies to internal stakeholders, contractors, Learners, volunteers, external stakeholders as well as those seeking to enrol in METS' courses.

This policy and procedure covers both academic and non-academic complaints and appeals.

## Non-Academic Matters

Non-Academic matters include those matters which do not relate to Learner progress, assessment, course content or awards in a course. These matters include complaints in relation to personal information that the provider holds in relation to the Learner and may include but not restricted to the following:

- Harassment
- Vilification
- Discrimination
- Financial matters
- Fines and payments
- Application procedures
- Exclusions from events and facilities

## Academic Matters

Academic matters include those matters which relate to Learner progress, assessment, course content or awards in a VET course of study.

## Policy

METS shall ensure that:

All stakeholders are formally notified of the METS033 Complaints & Appeals Policy & Procedure and their rights to escalate a complaint to an independent body if desired. This information is provided in writing during Learner induction (via the METS011 Learner Induction Form relevant to the faculty the Learner is enrolling in) and is also available on the METS website.

METS' employees will ensure that complaints and appeals are handled in an honest, transparent, efficient and effective manner, ensuring that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

All complaints and appeals received will be recorded, acknowledged and dealt with fairly, efficiently and effectively.

Each stakeholder to the complaint or appeal will be regularly updated on the progress of the matter.

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Each stakeholder to the complaint or appeal has the right to be accompanied by a third party such as a family member, friend, or counsellor at any meeting.

Each stakeholder will have the opportunity to present their case at each stage of the procedure and have their case considered free of discrimination, harassment or victimisation.

At all stages of the process, discussion relating to the Complainant and the appeal will be recorded in writing. Reasons and a full explanation for the decisions and actions will be provided to the Complainant and respondent in writing.

Where METS considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO Manager will inform the complainant or appellant in writing, including reasons where more than 60 calendar days are required and will regularly update the relevant parties on the progress of the matter. The complainant will be advised of the 60 day processing requirement within ten (10) working days.

Records of all grievances will be kept for a period of five (5) years to allow all parties to the grievance appropriate access to these records. These records are strictly confidential and will be stored securely as per METS007 Privacy Policy in METS' digital records management system and [Australian Privacy Principles](#). Access to these records may be requested by writing to:

The RTO Manager  
METS Training Services  
104 Vanessa Street  
KINGSGROVE NSW 2208

A Complainant will have access to the internal stages of the complaint procedure at no cost. Costs for the external appeal will be shared equally by METS and the Complainant.

METS have a team of Student Support Administration Officers who can be contacted at the METS' office on (02) 9838 0567.

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## **Procedures**

METS acknowledge that stakeholders may need to access METS033 Complaints & Appeals Policy & Procedure. Complaints may arise but are not limited to the following matters:

- The accuracy of quality of information received prior to enrolment (e.g., course content, fees, outcomes).
- The conduct, communication, or competency of trainers and assessors.
- Bullying harassment or discrimination (including age, gender, disability, cultural background).
- Interactions with other Learners or staff within METS.
- Services delivered by other stakeholders, including administration or support staff.
- A third party providing services.
- Assessment outcomes or dissatisfaction with assessment processes.
- Concerns regarding access to support services (e.g., LLND, Wellbeing, Disability Support).
- Disputes regarding fees, refunds, or unexpected charges.
- Misuse or mishandling of personal information or breaches of privacy.

Appeals may arise from, but are not limited to:

- Decisions made following a formal complaint.
- Assessment results for final outcomes, including disagreement with marking or grading.
- Findings related to academic misconduct, plagiarism, or breaches of learner conduct expectations.
- Decisions relating to eligibility for a refund or financial dispute outcomes.
- Denial of access to learning or assessment services (e.g., suspension or withdrawal from a course).
- Recognition of Prior Learning (RPL) outcome disputes.

### **1.1 Informal Complaints Procedure**

METS encourages open communication and an environment of trust. Complainants are encouraged to resolve concerns or difficulties informally with the stakeholders concerned in the first instance.

Should a resolution not be obtained following informal attempts, the complainant is encouraged to follow the formal complaints procedure.

### **1.2 Formal Complaints Procedure**

A formal complaint may be submitted to the RTO Manager by completing the METS033 Complaints & Appeals Form. This may be accessed by completing the online 'send a message request', available on METS' website under 'Contact Us' or emailing [info@metts.edu.au](mailto:info@metts.edu.au), or by calling our office on (02) 9838 0567.

When METS received the completed METS033 Complaints & Appeals Form, a statement acknowledging receipt of the complaint will be sent within 1 working

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day of the complaint being received in the format it was forwarded to METS, e.g., email, general post.

METS will investigate and assess the complaint, determine the outcome and advise both parties, in writing, of the decision and outcomes within ten (10) working days.

Where a matter requires additional research and/or investigation and METS considers more than 60 calendar days are required to process and finalise the complaint, METS will inform the complainant in writing, including reasons why more than 60 calendar days are required and will regularly update the relevant stakeholders on the progress of the matter. The complainant will be advised of the 60 day processing requirement within ten (10) working days.

Should the matter remain unresolved, the Complainant is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their complaint.

The following external agencies are nominated in the first instance as a relevant point of referral the stakeholder may consider:

Matter	Contact
Consumer related issues	<u>New South Wales Government Fair Trading</u>
Delivery of training and assessment services	<u>Australian Government - Department of Employment &amp; Workplace Relations National Training Complaints Hotline</u>
Privacy concerns	<u>Australian Government - Office of the Australian Information Commissioner</u>

## Further Action

If the complainant has been through all stages of the complaint/grievance handling process and remains unsatisfied with the outcome, the complainant may contact the Australian Government - Australian Skills Quality Authority

## Appeals Procedure

An appeal must be made in writing using METS033 Complaints & Appeals Form and specify the particulars of the appeal.

Appeals must be submitted within 28 working days of the individual being notified of the decision or finding.

METS will inform individuals of the progress of their appeal within seven (7) days of receiving the appeal.

Where a Learner contests the decision of an assessment result given by their trainer and assessor, METS will have the work re-assessed by an alternate assessor within ten (10) working days.

Learners will be informed, in writing, of the outcome of their appeal within 21 working days of lodging their appeal.

Where a matter requires additional research and/or investigation and METS considers more than 60 calendar days are required to process and finalise the appeal, METS will inform the appellant in writing, including the reasons why more than 60 calendar days are required and will regularly update the relevant parties on the progress of the matter.

If a Learner disagrees with the re-assessed result, they are required to submit a formal request in writing to METS requesting that the assessment be re-marked via a suitably qualified external party.

The decision made by the external party will be considered as the final result.

If a Learner is still dissatisfied after this process they may contact Australian Government - Australian Skills Quality Authority

### **Corrective Action**

Any corrective action that results from a complaint and/or appeal will be entered into the METS137 Continuous Improvement Register so that the necessary improvements may be made to METS' information and/or processes relating to a range of activities including but not limited to marketing, learning and assessment.

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## **Definitions**

<b>Term</b>	<b>Definition</b>
The Complainant	Person making the complaint
The Appellant	Person lodging the appeal
Stakeholder	Anyone involved or affected by the complaint. For example: <ul style="list-style-type: none"> <li>• The complainant</li> <li>• METS</li> <li>• An individual being complained about</li> <li>• Others who may have an interest or role in resolving the complaint</li> <li>• METS staff</li> <li>• Contractors</li> <li>• Volunteers</li> <li>• Learners</li> <li>• External stakeholders</li> <li>• Individuals wishing to enrol in a METS course.</li> </ul>
Resolution	The process of resolving something such as a problem or a dispute
A Complaint	A verbal or written expression of dissatisfaction with any of METS' services, stakeholders, processes and/or activities.
An Appeal	A submission to dispute a decision made by METS. It may include an appeal against a decision made about a complaint and/or an assessment result. This is a formal process and must be lodged in writing.
Informal Complaint	The initial step in expressing dissatisfaction with the services, stakeholder, process and/or activities provided by METS. It is the first opportunity to discuss and attempt to resolve the issue with the relevant staff or person.
Formal Complaint	If an informal complaint has been raised and the matter has not been resolved to the satisfaction of the Complainant or it is not appropriate to discuss the issues with the stakeholder involved, then the next step is to lodge a formal written complaint.
External Complaint	If the stakeholder is dissatisfied with the outcome of an internal appeal the complainant may lodge an external appeal.
Internal Appeal	If the complainant is dissatisfied with the outcome of a formal complaint they may appeal against a decision.
Calendar Day	Any day of the week, including weekends, public holidays. For example: a period of 60 calendar days includes all consecutive days regardless of weekends or holidays.
Working Day	A weekday on which METS is open for business, typically Monday to Friday, excluding weekends and public holidays and shutdown over the Christmas – New Year season. For example: a period of ten (10) working days means ten (10) working days not including weekends, holidays, METS' shutdown period.

## Documentation

Number	Title	Status	Location
METS137	Quality Assurance & Continuous Improvement Policy & Procedure	Completed	Quality Library
METS137	Continuous Improvement Register	Completed	
METS011	Learner Induction Form	Completed	Quality Library
METS137	Corrective Action Request Form	Completed	Quality Library
METS033	Complaints and Appeals Form	Completed	Quality Library
METS137	Corrective Action Request Register	Completed	Quality Library
METS033	Complaints & Appeals Register	Completed	Quality Library



## Legislation

METS033 Complaints & Appeals Policy & Procedure is subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs METS' obligations as a Registered Training Organisation, our obligations to all stakeholders, and relates to the industry that we are conducting training for.

Key Legislation relevant to METS and the participation of learners in vocational Education and Training (VET) includes, but is not limited to:

Legislation	
<u>National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025</u>	<u>Disability Discrimination Act 1992 (Commonwealth)</u>
<u>National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025</u>	<u>Age Discrimination Act 2004</u>
<u>Credential Policy Standards for Registered Training Organisations</u>	<u>Privacy Act 1988 (Commonwealth)</u>
<u>National Vocational Education &amp; Training Regulator Act 2011</u>	<u>Privacy &amp; Personal Information Protection Act 1998 (NSW)</u>
<u>Student Identifiers Act 2014</u>	<u>Advocate for Children and Young People Act 2014 (NSW)</u>
<u>Work Health &amp; Safety Act 2011</u>	<u>Workers Compensation Regulation 2010</u>
<u>Work Health &amp; Safety Regulation</u>	<u>Workers Compensation Act 1987</u>
<u>Anti-Discrimination Act 1977 (NSW)</u>	<u>Copyright Act 1968</u>
<u>Racial Discrimination Act 1975 (Commonwealth)</u>	<u>Education &amp; Care Services National Law Act 2010</u>
<u>Sex Discrimination Act 1984 (Commonwealth)</u>	<u>Guide for registered training organisations (RTOs): Delivering training and assessment services</u>
<u>Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)</u>	<u>General conditions for registered training organisations delivering training and assessment</u>