

Complaints and Appeals Policy and Procedure

College of NETA is committed to providing a fair, transparent, and accessible process for managing complaints and appeals. Students have the right to raise concerns, make a complaint, or appeal a decision without fear of disadvantage.

Complaints Policy

Learners and staff have the right to submit a complaint if they wish to express dissatisfaction regarding the conduct of another individual or concerns relating to the College's services, processes, systems, or decisions.

This policy applies when:

- A learner wishes to lodge a complaint against another learner.
- A learner wishes to lodge a complaint against the College.
- A learner wishes to lodge a complaint concerning a third-party service provider.
- A staff member wishes to lodge a complaint concerning a third-party service provider.
- A staff member wishes to lodge a complaint against another staff member or learner.

Learners may be accompanied by a support person at any stage of the complaints process.

Complaints Process

Step 1: Raise Your Concern

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

Step 2: Lodge a Formal Complaint

If the matter cannot be resolved informally, a formal complaint may be lodged by:

- Completing a Complaints and Appeals Form;
- Emailing info@nursingeta.com;
- Submitting a written complaint to Student Support;
- Speaking with a staff member who can assist in documenting the complaint.

College of Nursing Education & Training Australia
College of Nursing Education & Training Australia Pty Ltd
Phone: 1300 00 638 email: info@nursingeta.com
Level 1, 222 Baylis Street Wagga Wagga NSW 2650
ACN: 641 245 187 ABN: 39 651 414 032
RTO ID: 45928

Complaints and Appeals Forms are available from Student Services, the College website, and the Student Handbook.

Step 3: Acknowledgement

The College will acknowledge receipt of the complaint within **2-3 business days** and provide:

- Confirmation that the complaint has been received;
- Details of the contact person managing the complaint;
- Information about the complaints process; and
- Expected timeframes for resolution.

Step 4: Investigation

The complaint or appeal will be reviewed fairly, impartially, and confidentially. Students may be asked to provide additional information, evidence, or participate in discussions regarding the matter

- An initial meeting may be arranged within **10 business days** of receiving the complaint or appeal.
- Students will have the opportunity to formally present their case and provide supporting information or evidence.
- Relevant information, documentation, and evidence submitted by all parties will be reviewed.
- Additional information may be requested where necessary.
- Relevant stakeholders or independent experts may be consulted if required.
- The principles of natural justice and procedural fairness will be applied throughout the process.
- Grievances should be kept confidential, in order to protect the complainants
- The Complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties.

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The College aims to resolve complaints and appeals within the following timeframes:

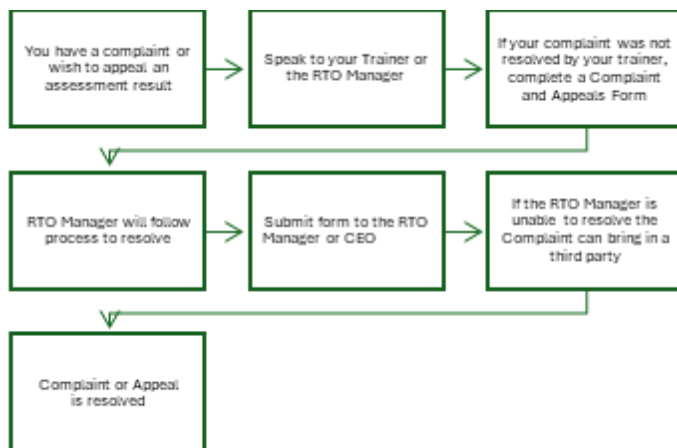
- Low-risk matters: Within 10 working days
- Complex grievances: Within 20 working days
- Third-party disputes: Up to 30 working days

Where additional investigation is required, the process may take up to **60 calendar days** to complete. If the matter cannot be finalised within 60 calendar days, the complainant will be notified in writing of the reasons for the delay and provided with regular progress updates.

The complainant will receive a written outcome outlining:

- Findings of the investigation;
- Reasons for the decision;
- Any corrective or remedial actions to be taken; and
- Information regarding further review options.

If a complainant is dissatisfied with the outcome of a complaint, they may lodge an appeal within 7 working days of receiving the outcome.



Appeals Process

Learners and staff members may appeal a decision made by the College where they believe the decision is unfair, incorrect, unreasonable, or inconsistent with college policies and procedures.

Appeals may relate to:

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- Assessment outcomes;
- Refund decisions;
- Enrolment decisions;
- Credit Transfer (CT);
- Recognition of Prior Learning (RPL);
- Suspension or cancellation of enrolment;
- Reasonable adjustments; or
- Any other decision that adversely affects the learner.

The appeal will be managed in accordance with the College's Appeals Process.

Step 1: Lodge an Appeal

The appellant must submit a Complaints and Appeals Form within **7 working days** of receiving the original decision.

The appeal should include:

- The decision being appealed;
- Grounds for the appeal;
- Supporting evidence; and
- The desired outcome

Step 2: Acknowledgement

The College will acknowledge receipt of the appeal within **2-3 business days** and provide:

- Confirmation of receipt;
- Contact details of the reviewer;
- Details of the review process; and
- Expected timeframes for resolution.

Step 3: Review and Investigation

The appeal will be reviewed by a person who was not involved in the original decision wherever possible.

The reviewer may:

- Review documentation and evidence;
- Interview relevant parties;
- Request further information;
- Seek specialist or independent advice where required.

The appellant will have an opportunity to present additional information and evidence in support of the appeal.

Step 4: Appeal Outcome

The appellant will receive a written outcome outlining:

- Findings of the review;
- Reasons for the decision;
- Any corrective or remedial actions;
- Any reassessment, refund, or other arrangements where applicable; and
- Further review options.

Step 5: External Review

If the appellant remains dissatisfied after the internal appeals process has been completed, they may request an independent external review.

Information regarding appropriate external review bodies will be provided upon request and included with appeal outcome correspondence.

External Review and Complaint Bodies

Learners who remain dissatisfied following the completion of the College's internal complaints and appeals processes may contact:

- Overseas Students Ombudsman – www.ombudsman.gov.au | 1300 362 072
- National Training Complaints Hotline – 13 38 73 | www.education.gov.au/NTCH
- Department of Home Affairs – www.homeaffairs.gov.au

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- NSW Fair Trading – www.fairtrading.nsw.gov.au
- Other relevant State and Territory consumer protection agencies.

There is no cost involved in lodging a complaint or appeal with College of NETA.

1.3 Complaints and Appeals Form

The Complaints and Appeals Form is accessible from the Student and Trainers Handbook, or a complainant can also contact the RTO to obtain a copy of the form.

1.4 Complaints Report Form

The Complaints Report Form is to be used if there is not enough room on the Complaint and Appeals Form to describe the complaint. This form is to be attached and submitted with the Complaints and Appeals Form.

1.5 Complaints and Appeals Register

The RTO has in place a register for filing completed Complaints and Appeals forms. When a complaint or appeal is received, the form collected is to be entered into the Complaints and Appeals Register and given a register number. Complaints and appeals that are placed into the register are reviewed and monitored each month at the monthly Quality & Compliance Meeting.