

## Complaints and Appeals Policy

<b>Document Owner</b>	Chief Executive Officer		
<b>Responsible Officer</b>	RTO Manager		
<b>Last Update</b>	18/02/2025		
<b>Next Review Date</b>	3/03/2027		
<b>Related Documents</b>	<i>Assessment and Evidence Collection Policy            Data and Records Management Policy            Cancellation, Withdrawal, and Refund Policy            Student Code of Conduct and Misconduct Procedure            Complaints and Appeal Request Form</i>		
<b>Version</b>	<b>Authorised by</b>	<b>Approved</b>	<b>Effective Date</b>
1.0	Chief Executive Officer	18/02/2025	3/03/2025

### 1. Context

This Policy supports Barrington Training Services' (BTS)' commitment to providing students with a fair and equitable policy and procedure to follow if they have a complaint regarding any aspect of:

- Barrington Training Services business
- any of BTS's team members including trainers and assessors
- any third party (including their employees) who provides services on BTS's behalf
- any other student of BTS

It also applies where a student wishes to appeal an assessment decision, or any other decision, made by BTS.

It details how BTS will manage and respond to such complaints, and appeals, and adheres to BTS's obligations under the Standards to Registered Training Organisations.

### 2. Definitions

Refer to the *Explanation of Terms* document.

### 3. Scope

This Policy applies to BTS staff, affiliates, current students, or people who have completed an application to enrol as a student.

### 4. Principles

The key principles informing this Policy are:

- free and readily accessible information on the BTS's complaints and appeals process;
- early and informal resolution of student dissatisfaction, as far as practicable;

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: enquiries@barringtons.com.au Website: [www.barringtons.com.au](http://www.barringtons.com.au)

- no disadvantage to students for making a complaint or appeal;
- maintenance of student registration and learning opportunities over the entire process, as far as practicable; and
- procedural fairness in providing a free, fair, transparent, and confidential internal complaints and appeals process resulting in objective and unbiased decisions.

## 5. Policy details

- a) Barrington Training Services views participant feedback and complaints as providing an opportunity to review and improve its policies and practices and gain insight into client satisfaction levels and the quality of training programs.
- b) BTS ensures that natural justice and procedural fairness principles are adopted at every stage of the complaint and appeal process.

### 5.1. Responsibility and authorities

- a) BTS has the responsibility for ensuring that all policies and procedures are made available for use by the staff and where appropriate by students.
- b) All BTS staff members involved in handling complaints and appeals will receive training to ensure complaints are managed with procedural fairness and within reasonable timeframes, in accordance with this policy. All staff must complete initial complaint and appeal-handling training upon commencement and participate in periodic refresher training, such as CPD sessions, staff cross-training or internal compliance training, to maintain best practices.
- c) All students will have access to this Policy before they enrol and during their enrolment via the BTS website and information and links provided in the Enrolment application, BTS Terms and Conditions of Enrolment, and BTS Student Information Handbook.
- d) BTS-designated staff are responsible for responding to complaints in a timely, professional, and respectful manner. They also have the responsibility for ensuring that the staff and students involved in the complaint resolution processes understand their rights and responsibilities in relation to this Policy.
- e) BTS-designated staff in charge of the complaints and appeals process are responsible for documenting all actions and outcomes in the **Complaints and Appeals Register**.
- f) All documentation relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint.
- g) This Policy does not limit the rights of students to take action under Australia's Consumer Protection laws. Also, BTS's dispute resolution procedures do not circumscribe student's rights to pursue other legal remedies.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: [enquiries@barringtons.com.au](mailto:enquiries@barringtons.com.au) Website: [www.barringtons.com.au](http://www.barringtons.com.au)

## 5.2. Types of complaints and appeals

A complaint or appeal may be made against any decision, action, or process taken by BTS or any related party the RTO has an arrangement with.

### 5.2.1. Academic matters

Academic complaints and appeals related to the delivery of a program, for example:

- credit and recognition for prior learning decisions;
- enrolment and progression;
- unit content, teaching, and learning resources and assessments;
- assessment results and unit grades;
- teaching quality;
- resources and facilities; and
- qualifications and experience of teachers.

### 5.2.2. Non-academic matters

Non-academic complaints and appeals relate to all aspects of the RTO operations that are not directly linked to the delivery of a course, primarily managed by corporate staff, for example:

- refusing admission to a course;
- fees and refunds;
- course transfers;
- cancellation of enrolment;
- failure to act or taking too long to take some action;
- breaches of the Student Code of Conduct; and
- discrimination, harassment, bullying.

## 5.3. Complaints and appeals resolution

- a) BTS will always adhere to the Standards for Registered Training Organisations when dealing with and responding to feedback, complaints and appeals.
- b) Under this Policy, BTS will commence the assessment of the complaint or appeal **within 10 working days** of it being made and finalise the outcome as soon as practicable.
- c) Where BTS considers **more than 60 calendar days** are required to process and finalise the complaint or appeal, BTS will:
  - inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
  - regularly update the complainant or appellant on the progress of the matter.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: [enquiries@barringtons.com.au](mailto:enquiries@barringtons.com.au) Website: [www.barringtons.com.au](http://www.barringtons.com.au)

## 5.4. Complaints and appeals process

- a) All complaints and appeals are handled through a four-stage process, with each stage representing an increase in the level of formality with which the complaint or appeal is handled:
  - Stage 1 – Informal Internal Complaint
  - Stage 2 – Formal Internal Complaint
  - Stage 3 – Formal Internal Appeal
  - Stage 4 – Formal External Appeal
- b) BTS will maintain student enrolment through the internal and external stages of the complaints and appeals process in all circumstances.
- c) During the complaints and appeals process, in most cases, the student will be permitted to continue their studies as normal, unless there are issues regarding duty of care or safety risks for other students or staff members. In such cases, BTS will advise the students on alternative methods for them to undertake their studies.

### 5.4.1. Informal internal complaint

- a) BTS expects that most complaints will be resolved informally, and directly with the person concerned. Informal resolution is an effective mechanism for resolving complaints and provides an ideal opportunity for open and direct dialogue between students and BTS staff.
- b) Informal resolution is appropriate in matters where the participant/complainant feels comfortable with making a direct approach, or where the complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment, corruption).
- c) Both students and staff are responsible for discussing the concerns and options for resolution promptly and in good faith to reach a mutually agreeable outcome within 10 days of the concerns being raised. In the event the complaint cannot be resolved informally, or the student prefers to have the complaint addressed formally, students can consider lodging a Formal Internal Complaint (refer to section 5.4.2 of this Policy).
- d) When staff can resolve the complaint informally, they should record brief information in the respective student profile on the Student Management System; and also confirm the complaint resolution in writing with the student.

Type of Complaint	Informal Resolution
Academic Complaint	<p>This refers to any complaints that relate to learning, teaching, or assessment issues. BTS encourages students to discuss and try to resolve the issue with the relevant Trainer / Assessor.</p> <p>If the participant is not comfortable addressing the issue with the trainer they are encouraged to contact the RTO Manager.</p>

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: [enquiries@barringtons.com.au](mailto:enquiries@barringtons.com.au) Website: [www.barringtons.com.au](http://www.barringtons.com.au)

Non-academic Complaint	This refers to any complaints that relate to the general management of BTS. BTS encourages students to discuss and try to resolve the issue with the relevant staff member or contact the BTS Training Administration Team at <a href="mailto:training@barringtons.com.au">training@barringtons.com.au</a> .
Personal or Welfare Complaint	This refers to any complaints that relate to your security, safety, and well-being. BTS encourages students to discuss and try to resolve the issue with their supervisor, employer, trainer, or the BTS Training Administration Team at <a href="mailto:training@barringtons.com.au">training@barringtons.com.au</a> .
Misconduct Complaint	This refers to any complaints that relate to inappropriate misconduct or behaviour of a student or staff member. The BTS encourages students to discuss and try to resolve the issue with the individual or the BTS Training Administration Team.

## 5.4.2. Formal internal complaint

A student who is dissatisfied with any aspect of BTS's operations has the right to lodge a formal complaint to the RTO.

<b>Your role in submitting a formal internal complaint:</b>	<ol style="list-style-type: none"> <li>The student should lodge a formal complaint within 10 working days of the appearance of the issue or the last meeting where the student and BTS failed to reach an informal resolution on the matter.</li> <li>Your formal complaint must be submitted in writing via the online <i>Complaint and Appeal Request form</i>, available on the BTS website, or by emailing the BTS Training Administration Team at <a href="mailto:training@barringtons.com.au">training@barringtons.com.au</a>. Ensure that the complaint is detailed and attach documentation that supports your complaint, where applicable.</li> </ol>
<b>BTS's role in response to your formal internal complaint:</b>	<ol style="list-style-type: none"> <li>BTS will commence investigating your formal internal complaint within 5 days of receiving the <i>Complaint and Appeal Request form</i>.</li> <li>Students can have the opportunity to discuss their complaints in a formal meeting with the RTO Manager. Students can bring a support person to the meeting.</li> <li>If the complaint involves another person, they will also be allowed to respond to your complaint against them.</li> <li>You will receive written notice of any outcome/decision made within 10 working days of BTS receiving the <i>Complaint and Appeal Request form</i>. The complaint details and the outcome,</li> </ol>

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: [enquiries@barringtons.com.au](mailto:enquiries@barringtons.com.au) Website: [www.barringtons.com.au](http://www.barringtons.com.au)

	<p>including reasons for the outcome, will be documented within the Complaints and Appeals Register.</p> <p>7. All information relating to the formal internal complaint will be recorded in the Student Management System.</p> <p>8. If the internal complaints handling process results in a decision or recommendation in favour of the student/complainant, BTS will immediately record this in the <i>Continuous Improvement Register</i> and implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the student/complainant of that action.</p>
--	---

### 5.4.3. Formal internal appeal

- a) A student who is dissatisfied with the BTS’s decision, action, or process has the right to have the matter reviewed and to appeal the decision made by the RTO.
- b) An appeal is a review of any decision made by BTS (including its employees) with which the student disagrees, and includes decisions such as those relating to admission, recognition of prior learning, assessment, or decisions arising from the formal complaint process.
- c) An appeal may be made for one or more of the following reasons:
  - BTS has failed to properly apply or adhere to its policy or procedure in making its determination;
  - the decision was without due consideration of all evidence, circumstances or facts; or
  - new and relevant evidence is available that might have resulted in a different decision had it been available originally;
  - a penalty has been imposed that is disproportionate to the circumstances; or
  - the student felt there was bias, prejudice or a conflict of interest in the decision-making process and can provide evidence of this.

<p><b>Your role in submitting a formal internal appeal:</b></p>	<ol style="list-style-type: none"> <li>1. Students wishing to formally appeal any decision made by BTS should do so <b>within 20 working days</b> of receipt of BTS’s decision.</li> <li>2. The student must submit the formal appeal in writing using the online <i>Complaint and Appeal Request form</i>, available on the BTS website, or email <a href="mailto:training@barringtons.com.au">training@barringtons.com.au</a>.</li> </ol> <p>The student should provide the following information:</p> <ul style="list-style-type: none"> <li>• nature and grounds for the appeal;</li> <li>• copies of written communications or summary of discussions with BTS staff that took place with regards to the matter (if applicable);</li> </ul>
---	--

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: [enquiries@barringtons.com.au](mailto:enquiries@barringtons.com.au) Website: [www.barringtons.com.au](http://www.barringtons.com.au)

	<ul style="list-style-type: none"> <li>• date of the initial decision;</li> <li>• outcomes of the informal complaint process (if applicable);</li> <li>• why the matter was not resolved to their satisfaction (if applicable); and</li> <li>• evidence that supports the appeal (where available), which may include new evidence.</li> </ul>
<p><b>BTS's role in assessing your formal internal appeal</b></p>	<p>3. BTS will acknowledge receipt of the appeal and assessment of the appeal will commence <b>no later than 10 working days</b> after receiving the appeal. The complaint details and the outcome, including reasons for the outcome, will be documented within the <i>Complaints and Appeals Register</i>.</p> <p>4. The RTO Manager will designate another staff member who has not had prior involvement in the case to assist with the investigation and gather relevant evidence from BTS's records.</p> <p>5. The RTO Manager establishes an Appeals Committee to review the findings of the investigation and decide on the case. The Appeals Committee may comprise the CEO, the Non-Executive Director - Training, Finance and Administration, and members from the BTS Training Administration Team. Appeals investigations are moderated by the RTO Manager.</p> <p>The Appeals Committee or any staff designated to be involved in the investigation may consult with:</p> <ul style="list-style-type: none"> <li>• relevant Trainer and assessors, students' supervisor, and corporate staff, as well as students of BTS, on matters about the case; and</li> <li>• request the student to meet with the Appeals Committee in person or via teleconference to discuss the case.</li> </ul>
<p><b>BTS's role in responding to your formal internal appeal</b></p>	<p>6. BTS will respond to the student in writing as soon as is reasonably practical but <b>not later than 10 working days</b> after receipt of the student's appeal. The response will provide the following information:</p> <p>a) outcome of the review, including any remedies and recommendations, and whether the decision:</p> <ul style="list-style-type: none"> <li>• confirms the original decision;</li> <li>• varies the original decision, stating the details of the variance; or</li> <li>• sets the decision aside and substitutes a new decision, stating the new decision;</li> </ul>

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: [enquiries@barringtons.com.au](mailto:enquiries@barringtons.com.au) Website: [www.barringtons.com.au](http://www.barringtons.com.au)

	<p>b) reasons supporting the decision, including any relevant findings from the investigation;</p> <p>c) options for appealing the decision externally; and</p> <p>d) a copy of this Policy</p> <p>7. If the student is <b>satisfied</b> with the appeal outcome, BTS will immediately implement any actions arising from the outcome. The Procedure is closed once the student is advised of the completion of the actions arising from the response. If the student is <b>dissatisfied</b> with the appeal outcome, he or she may submit a <b>formal external appeal</b> with an independent third party.</p> <p>8. If the internal appeal process results in a decision or recommendation in favour of the student/appellant, BTS will immediately record this in the <i>Continuous Improvement Register</i> and implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the student/appellant of that action.</p> <p>9. Any recommended disciplinary action relating to misconduct must be referred to the Chief Executive Officer for approval.</p> <p><b>Students should note:</b></p> <p>In most cases, the purpose of the external appeals process will be to consider whether BTS has followed its policies and procedures in conducting the internal complaints and appeals process.</p>
--	---

### 5.4.3.1. Assessment Appeals

- a) A student who is not satisfied with the outcome of an assessment may appeal the decision. The focus of the appeals process is to listen to the student’s reasons for the appeal and provide explanations for how the outcomes were determined.
- b) **Informal discussion.** It is understood that the formal assessment appeal process commences when the trainer/assessor, BTS, and the student have not resolved the issue informally as per section 5.4.1 of this Policy, and via a formal internal complaint as per section 5.4.2.
- c) **Formal interview.** Upon submitting the formal assessment appeal in writing using the online *Complaint and Appeal Request form*, a formal interview is arranged with the trainer/assessor, participant, and the RTO Manager. This should occur within 10 working days of the formal appeal being submitted.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: enquiries@barringtons.com.au Website: [www.barringtons.com.au](http://www.barringtons.com.au)

- d) **Review of assessment.** A thorough review of the assessment is conducted, including assessment results, questions and answers, observations, role plays, and any other relevant assessment evidence.
- e) **Outcome determination.** Following the review, one of the following outcomes will be determined:
  - The original assessment result is upheld, concluding the appeal process.
  - A new assessment result is recorded, concluding the appeal process.
  - A re-assessment is required.
- f) **Re-assessment (if required).** The participant completes a new assessment as per the determined requirements.
- g) **Re-assessment outcome.**
  - The re-assessment result is reviewed and finalised. This should occur within 10 working days of the re-assessment being submitted.
  - The RTO Manager moderates the outcome with a mutually agreed independent assessor/ industry expert, ensuring fairness and impartiality.
  - The final result is recorded, and the appeal process is concluded.
- h) **Further appeal.** If the student remains dissatisfied with the outcome, they may escalate their appeal as per section 5.4.4 of this Policy.

#### 5.4.4. Formal external appeal

If a student believes that the outcome of their internal appeal is unfair or incorrect, they may lodge an external review or complaint with an independent third party and seek a resolution via an external agency or a formal external appeal.

<p><b>Students may complain to ASQA</b></p>	<p>The Australian Skills Quality Authority (ASQA) only deals with complaints about providers’ breaches of the Standards for RTOs and the National Code.</p> <p>Students can submit a complaint to ASQA through <a href="#">asqaconnect</a>, a community space for information regarding training provider-related issues, and make a complaint to ASQA regarding a training provider.</p> <p>If students are unable to access <i>asqaconnect</i>, they can submit a complaint through the <a href="#">National Training Complaints Hotline</a> by either completing their complaints form or calling the enquiry line on 13 38 73.</p> <p>Students who decide to access this service, are encouraged to notify BTS RTO Manager at <a href="mailto:training@barringtons.com.au">training@barringtons.com.au</a>.</p>
---	---

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: [enquiries@barringtons.com.au](mailto:enquiries@barringtons.com.au) Website: [www.barringtons.com.au](http://www.barringtons.com.au)

	BTS staff is to assist students during the complaint-handling process.
<b>Students can appeal to an independent third party.</b>	The complainant may refer to the <a href="#">Resolution Institute</a> , as an appropriate third party. Contact details are as follows: Address: Suite 602, Level 6, Tower B, Zenith Centre, 821–843 Pacific Highway, Chatswood NSW 2067 Phone: (+61 2) 9251 3366 Free call: 1800 651 650 Email: <a href="mailto:infoaus@resolution.institute">infoaus@resolution.institute</a> Website: <a href="https://www.resolution.institute">https://www.resolution.institute</a>

**NOTE:** Students should be advised that once students engage in a formal external appeal, BTS may be obligated to release a student’s private and/or personal information. By seeking formal external appeal procedures, the student has therefore consented to this disclosure of information.

## 5.5. Cancellation or Suspension of Student’s Enrolment

If a student has failed to pay their fees or other monies or has engaged in misconduct, then BTS has the right to either cancel or suspend a student’s enrolment. The RTO will take the following steps to cancel or suspend a student’s enrolment:

- 1) A student will be issued a written notification regarding the proposed cancellation or suspension of the student’s enrolment, informing the student of the reasons for doing so. From the day this is issued, the student is given 20 working days to lodge a formal internal appeal.
- 2) If a student fails to lodge a formal internal appeal within 20 working days, or withdraws from the internal appeals processes by notifying BTS in writing, the RTO is entitled to cancel or suspend the student’s enrolment without further notice.
- 3) Nonetheless, if a student has lodged a formal internal appeal, BTS will maintain the student’s enrolment active until the appeal has been assessed and a decision has been taken and communicated in writing to the student.

## 6. Breaches

If a staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant Code of Conduct and Misconduct Procedure.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 ABN: 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

Phone: 02 9899 0600 Email: [enquiries@barringtons.com.au](mailto:enquiries@barringtons.com.au) Website: [www.barringtons.com.au](http://www.barringtons.com.au)

**Document History:**

Version	Date	Author	Reason	Sections
0.1	1/02/2025	Ivan Negro	Document Creation	All
1.0	18/02/2025	Allen Barry	CEO Approval	All

*This document is UNCONTROLLED once printed.*

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

**RTO code:** 91397 **ABN:** 66 102 353 622

**Address:** Suite 1, 4 Columbia Court, NORWEST, NSW, 1765, Australia

**Phone:** 02 9899 0600 **Email:** [enquiries@barringtons.com.au](mailto:enquiries@barringtons.com.au) **Website:** [www.barringtons.com.au](http://www.barringtons.com.au)