

Appeals Policy and Procedure	
<b>Who is responsible</b>	<p>The General Manager and Operations Manager are responsible for ensuring the appeals process is fair, accessible, and effectively implemented across the organisation.</p> <p>The RTO Coordinator/Compliance is responsible for managing the appeals process, maintaining appeal records, and ensuring procedural compliance.</p> <p>All staff are responsible for supporting students to understand and access the appeals process and for escalating appeals in accordance with organisational procedures.</p>
<b>When</b>	<ul style="list-style-type: none"> <li>▪ Decisions that adversely impact VET students relating to enrolment decisions, Recognition of Prior Learning (RPL), credit transfer, assessment outcomes, and other decisions affecting a student's progression through a training product.</li> <li>▪ Quality Assurance Schedule</li> </ul>
<b>Policy</b>	<p>CivilEdge provides an effective and transparent appeals process to address decisions that adversely impact VET students. This policy demonstrates our commitment to procedural fairness, timely resolution, and continuous improvement based on appeal outcomes.</p> <p>This policy applies to all VET students enrolled with CivilEdge and covers appeals related to enrolment decisions, Recognition of Prior Learning (RPL), credit transfer, assessment outcomes, and other decisions affecting a student's progression through a training product.</p>
<b>Procedure</b>	<p>VET students are informed of their right to appeal through the student handbook and CivilEdge website to ensure detailed procedures for appealing are readily available.</p> <p>Appeals must be submitted in writing using the Appeals Form, available from CivilEdge's website.</p> <p>The appeal must clearly outline the grounds for the appeal and include any supporting evidence.</p> <p>Appeals are reviewed by an unbiased person who was not involved in the original decision.</p>

	<p>Appellants are given opportunities to present their case and provide relevant information, and we ensure the privacy and confidentiality of all parties are upheld.</p> <p>Appeals are acknowledged within 5 business days.</p> <p>An impartial reviewer, not involved in the original decision, will evaluate the appeal.</p> <p>The appellant may be asked to attend a meeting or provide additional information.</p> <p>Resolution is generally completed within 14 business days of receiving the appeal.</p> <p>If the appellant is unsatisfied with the outcome, an independent review can be requested at appellant's cost. Independent reviewers' details will be provided upon request.</p> <p>If requested, CivilEdge will facilitate a review by an independent third party. The independent reviewer's final decision will be communicated to the appellant.</p> <p>Appeal outcomes are documented in the appeals register and communicated in writing to the appellant. The communication will include the rationale for the decision and the next steps if applicable.</p> <p>The appeals' outcomes are analysed to identify areas for improvement, and lessons learned will inform updates to policies, procedures, and practices and be recorded in CIP.</p> <p>All appeals, including supporting evidence and outcomes, will be recorded in the appeals register and securely stored.</p>
<p><b>Monitoring and Review</b></p>	<p>This policy will be reviewed annually or as required due to legislative changes or feedback from appeals.</p>

Complaints Policy and Procedure	
<b>Who is responsible</b>	<p>The General Manager and Operations Manager are responsible for ensuring the complaints process is fair, accessible, and effectively implemented, and that complaints are used to drive continuous improvement.</p> <p>The RTO Coordinator/Compliance is responsible for managing the complaints process, maintaining complaint records, and ensuring procedural compliance and documentation.</p> <p>All trainers, assessors, and staff are responsible for responding appropriately to complaints, escalating issues in accordance with procedures, and supporting students to access the complaints process.</p>
<b>When</b>	Quality Assurance Schedule
<b>Policy</b>	<p>This policy and procedure outlines the process for managing and responding to complaints at CivilEdge to ensure they are handled fairly, efficiently, and effectively. CivilEdge is committed to maintaining the principles of natural justice and procedural fairness at every stage of the complaints process.</p>
<b>Procedure</b>	<p>This procedure applies to complaints involving:</p> <ul style="list-style-type: none"> <li>● CivilEdge, trainers, assessors, or other staff</li> <li>● Where applicable, a third-party providing services on behalf of CivilEdge</li> <li>● A VET student of CivilEdge</li> </ul> <p>(a) Information on providing feedback or complaints is publicly available on CivilEdge's website and the student handbook.</p> <p>(b) VET students are supported in providing feedback or making complaints, including access to staff assistance when required.</p> <p>CivilEdge's complaints management system ensures:</p> <ul style="list-style-type: none"> <li>(i) Procedural fairness is afforded to all parties involved.</li> <li>(ii) Reasonable timeframes are established for responding to and resolving complaints.</li> <li>(iii) Avenues for further action are available if complaints are not resolved.</li> </ul> <p>Complaints must be submitted in writing via the designated complaints form available on CivilEdge's website or from student services. Complaints can be lodged in person, via email, or by post.</p> <p>CivilEdge acknowledges receipt of the complaint in writing within five (5) business days.</p> <p>The complaint is assessed by an impartial staff member, ensuring no conflict of interest.</p> <p>Investigations are conducted with all relevant parties to establish facts and explore potential resolutions.</p> <p>The complainant may be requested to provide further information or attend a meeting.</p> <p>A resolution is determined, and the outcome is documented.</p>

	<p>Within twenty (20) business days of lodging the complaint, the complainant is informed in writing of the outcome and reasons for the decision. If the complainant is not satisfied, they may request an independent review.</p> <p>An external party, independent of CivilEdge and the complainant, will conduct the review. This could be the regulator ASQA or the training ombudsman. Any fees for an external party over \$250.00 exclusive of GST will be occurred by the complainant.</p> <p>If CivilEdge requires more than 60 calendar days to resolve the complaint, the complainant is informed in writing, with reasons for the delay and regular updates provided.</p> <p>All complaints and their outcomes are securely recorded. Feedback and complaints are reviewed and recorded in the CIP to identify trends and inform continuous improvement.</p> <p>Corrective actions are implemented to address systemic issues and reduce the likelihood of recurrence.</p> <p>All complaints are handled with strict confidentiality, and records are securely maintained to protect the privacy of individuals involved.</p>
<p><b>Monitoring and Review</b></p>	<p>Complaints are regularly monitored, and trends are reported during management reviews to ensure ongoing compliance with standards and continuous improvement in service delivery.</p> <p>All continuous improvements are registered in the CIP register</p> <p>If a complaint remains unresolved, the complainant is informed of their right to contact external bodies such as the relevant training regulator or an ombudsman for assistance.</p> <p>This complaints procedure is reviewed annually or as required to ensure compliance with regulatory requirements and alignment with best practices.</p>