RTO 46630 · HLT Health Training Package

POLICY

Feedback and Complaints Policy

Standard 2.7

DOCUMENT ID	ACMEA-POL-002
VERSION	1.2
EFFECTIVE DATE	March 2026
NEXT REVIEW	March 2027
APPROVED BY	Naton Mansfield-du Toit

ACMEA Academy
Registered Training Organisation · RTO 46630
Document Title: Complaints & Appeals Policy
Document ID: ACMEA-POL-002
Version: 1.2
Effective Date: 10 March 2026
Review Date: March 2027

COMPLAINTS & APPEALS POLICY

Document Title:	Complaints & Appeals Policy
Document ID:	ACMEA-POL-002
Version:	1.2
Author:	Lucas Etcheverry
Approved by:	Naton Mansfield-du Toit
Effective Date:	March 2026
Next Review:	March 2027

Version	Date	Author	Changes
1.0	March 2026	Lucas	Initial Version
1.1	October 2026	Lucas	External complaints now referred to the National Training Complaints Hotline (13 38 73) instead of ASQA, following ASQA assessment
1.2	9 November 2026	Lucas Etcheverry	Trading name and third party wording updated: business name N.S.W Express Training First Aid & CPR registered to ACMEA with ASIC from 1 September 2026; Sydney First Aid and CPR described as the business of Naton Mansfield-du Toit, engaged as a third party (ACMEA-FOR-009).

ACMEA Academy
Registered Training Organisation · RTO 46630
Document Title: Complaints & Appeals Policy
Document ID: ACMEA-POL-002
Version: 1.2
Effective Date: 10 March 2026
Review Date: March 2027

1. Purpose

ACMEA Academy is committed to handling all complaints and assessment appeals fairly, transparently, and in a timely manner. This policy ensures that all parties have access to an effective and impartial resolution process.

2. Scope

This policy applies to complaints and appeals received from students, prospective students, employers, industry stakeholders, and any other parties interacting with ACMEA Academy.

3. Definitions

Term	Definition
Complaint	An expression of dissatisfaction about any aspect of ACMEA Academy's services, processes, staff, or facilities.
Appeal	A formal request by a student to review an assessment decision.
Complainant	The person making a complaint.
Respondent	The person or area the complaint is directed at.
Resolution	A mutually agreed or determined outcome to a complaint or appeal.

4. Policy Statement

ACMEA Academy views complaints and appeals as an opportunity for continuous improvement. All complaints and appeals will be:

- Acknowledged promptly and treated seriously.
- Investigated impartially and without bias.
- Resolved in accordance with natural justice principles.
- Documented and used to inform continuous improvement activities.
- Handled confidentially, with information only shared as necessary for resolution.

5. Complaints Procedure

Stage 1 – Informal Resolution

The complainant is encouraged to resolve the matter informally by discussing it directly with the person concerned or their immediate supervisor within 5 business days of the issue arising.

Stage 2 – Formal Complaint

If the matter is not resolved informally, the complainant may lodge a formal complaint by completing the Complaint Form and submitting it to the RTO Manager.

1. The RTO Manager acknowledges receipt of the complaint within 2 business days.
2. An investigation is conducted within 10 business days.
3. The complainant is advised of the outcome in writing.
4. If the complaint is upheld, appropriate remedial action is taken.

Stage 3 – Escalation

If the complainant is not satisfied with the Stage 2 outcome, the matter may be escalated to the CEO within 5 business days of receiving the Stage 2 response.

Stage 4 – External Review

Complainants are always asked to contact ACMEA Academy first so the issue can be resolved together. If the complainant remains unsatisfied after Stage 3, they may seek external review through:

- The National Training Complaints Hotline on 13 38 73 (www.dewr.gov.au/national-training-complaints-hotline), which refers complaints to the appropriate authority.
- The relevant state/territory training authority.
- The Australian Human Rights Commission – for discrimination matters.
- A recognised external mediator or ombudsman.

6. Assessment Appeals Procedure

Students who wish to appeal an assessment decision should follow the process below:

5. The student discusses the concern with their trainer within 5 business days of receiving the result.
6. If not resolved, the student submits an Assessment Appeal Form to the RTO Manager.
7. The RTO Manager appoints a different qualified assessor to review the evidence within 10 business days.
8. The outcome of the review is communicated in writing.
9. If the student remains unsatisfied, the matter escalates to Stage 3 of the Complaints Procedure.

7. Timeframes

Stage	Timeframe
Acknowledgement of formal complaint/appeal	Within 2 business days
Investigation and response	Within 10 business days
Escalation (Stage 3)	Within 5 business days of Stage 2 outcome
Stage 3 Resolution	Within 10 business days

8. Record Keeping

All complaints and appeals are recorded in the Complaints and Appeals Register. Records are retained for a minimum of 5 years and are reviewed quarterly by the RTO Manager to identify trends and improvement opportunities.

9. Responsibilities

Role	Responsibility
RTO Manager	Manage formal complaints; investigate; communicate outcomes; maintain register.
CEO	Handle Stage 3 escalations; approve systemic changes.
Trainers & Assessors	Participate in informal resolution; support Stage 2 investigations.
All Staff	Inform students of the complaints process; maintain confidentiality.

10. Review

This policy will be reviewed annually or following any significant complaint, appeal, or regulatory audit outcome.

Delivery model: ACMEA Academy Pty Ltd delivers directly as ACMEA Academy and under its registered business name N.S.W Express Training First Aid & CPR (registered to the company with ASIC from 1 September 2026). Training is also delivered on ACMEA Academy's behalf by Sydney First Aid and CPR (ABN 95 568 772 980), the business of Naton Mansfield-du Toit, engaged as a third party under a formal Third Party Agreement.