COMPLAINTS AND APPEALS POLICY

PURPOSE

This policy sets out how ATEC manages feedback, complaints and appeals fairly, efficiently and in accordance with natural justice and the Standards for RTOs 2025.

SCOPE

This policy applies to feedback, complaints and appeals about:

- ATEC's RTO Services, GTO services and support services
- ATEC employees and contractors
- current or prospective students, where relevant to ATEC's operations.

DEFINITIONS

- **Complaint:** an expression of dissatisfaction about ATEC, its services or conduct within this policy's scope.
- **Appeal:** a request to review an assessment outcome, complaint outcome or other ATEC decision.
- **Natural justice:** fair, unbiased decision-making in which parties can be heard, understand the matter, have relevant evidence considered, and receive the outcome and reasons.
- **Person:** an individual, group or organisation providing feedback, making a complaint or lodging an appeal.

POLICY STATEMENT

ATEC welcomes feedback and allows complaints and appeals to be raised without prejudice, reprisal or victimisation. Matters may be submitted through ATEC's published channels, with assistance available to anyone who needs support to use the process.

ATEC will manage matters promptly, impartially and in accordance with natural justice, using discussion and conciliation where appropriate.

ATEC will acknowledge matters promptly, advise the parties of applicable response and resolution timeframes, and commence assessment as soon as practicable. If resolution is delayed, ATEC will explain why in writing and provide regular progress updates. Staff will respond courteously, provide appropriate assistance and refer matters to the responsible person where required.

A person may appeal an assessment outcome, complaint outcome or other ATEC decision. The internal reviewer must not have made the original decision and must have the authority and competence to review it. If an appeal is not resolved internally, ATEC will advise the appellant of an appropriate independent review avenue, cooperate with the review and give due consideration to its recommendations.

ATEC will document the matter, evidence, decision, reasons and actions, and communicate the outcome, reasons and available review options in writing to relevant parties. Information will be kept confidential and disclosed only as needed to assess, respond to or review the matter, or as authorised or required by law. Records will be stored securely under ATEC's Control of Records Procedure and Privacy Policy.

ATEC will analyse feedback, complaints and appeals for systemic issues, risks and improvement opportunities. Actions will be recorded, assigned, monitored and reviewed for effectiveness in the Continuous Improvement register.

This policy, submission information, applicable timeframes and external review contacts are publicly available on the ATEC website and in the Student Handbook.

RELATED LEGISLATION AND DOCUMENTATION

- Standards for Registered Training Organisations (RTOs) 2025
- Privacy Act 1988
- SUP-PRO-DOC-010.1 Client Complaints and Feedback Procedure
- SUP-PRO-DOC-003 Control of Records Procedure
- SUP-PRO-DOC-012 Preventative and Corrective Action
- SUP-POL-019 Privacy Policy
- IND002 Student Handbook
- Continuous Improvement Register

Greg Bassani OAM **26th October 2026**

CHIEF EXECUTIVE OFFICER