

## Complaints and Appeals

*S2C Training (RTO ID 45605)*

**In plain terms:** This policy explains how you can raise a complaint or appeal a decision at S2C Training, how your concern will be handled fairly and promptly, and what to do if you're still not satisfied.

### Who this applies to

- All prospective and enrolled students and clients.
- It covers complaints about S2C Training, its staff, facilitators (trainers and assessors), third parties, other students, or any aspect of its services.
- It also covers appeals against decisions made by S2C Training, a third party, or someone employed or contracted by S2C Training - including assessment decisions - where the decision adversely affects you.

### Your rights during the process

- Information about how to make a complaint or appeal is publicly available and easy to access.
- All parties get procedural fairness - a fair, unbiased process, the right to be heard, and a review by someone who wasn't involved in the original matter.
- Complaints and appeals are acknowledged in writing within 2 business days of receipt and resolved within reasonable timeframes.
- You can stay enrolled and keep accessing training during the process (unless you choose to withdraw).
- No fee is charged for the complaints or appeals process.

### Making a complaint

You can raise a complaint by:

- Raising it directly with your facilitator (trainer and assessor) first, where appropriate.
- Through the Student Learning Management System (LMS).

- In writing by email to [info@s2c.edu.au](mailto:info@s2c.edu.au).
- By telephone to the Enrolments and Administration team on (07) 3555 7703.

### **A few things to note:**

- However you first raise it, a complaint must be put in writing. If you raise it verbally (for example by phone), you'll be directed and assisted to put it in writing.
- All complaints are recorded in the complaints register in RTO Safe.

### What happens next

- S2C Training acknowledges your written complaint in writing within 2 business days of receipt, records it, and notifies the General Manager.
- The General Manager is the responsible party and is notified of every complaint. They will either investigate and handle it personally, or delegate it to the relevant department head or responsible party.
- Complaints are typically resolved within 7 business days, and the outcome is communicated to you in writing.
- If it will take longer than this, S2C Training will tell you in writing why, and give you regular updates.

### If you're not satisfied with the outcome

- You may lodge an appeal (see below).
- Where S2C Training's internal complaints and appeals process has been exhausted, you may lodge a formal complaint with the national VET regulator, the Australian Skills Quality Authority (ASQA).
- S2C Training does not offer a separate external or independent review mechanism.

### Making an appeal

- You can appeal an adverse decision, including a complaint outcome or an assessment decision.
- Appeals must be submitted in writing to your facilitator.
- All appeals are recorded in the appeals register in RTO Safe.

### How your appeal is reviewed

Every appeal is reviewed by someone who wasn't involved in the original decision, to ensure procedural fairness:

- For an **assessment decision**, the review is conducted by an alternate assessor who wasn't involved in the original assessment decision.
- For a **complaint outcome or other decision**, the review is conducted by the General Manager or a delegate not involved in the original matter.

### Resitting an assessment

- You may request the opportunity to resit an assessment. S2C Training provides this opportunity.
- At your request, the reassessment may be undertaken with an alternate assessor.

### Appeal outcome and external review

- The outcome of your appeal is communicated to you in writing.
- Where the internal process has been exhausted, you may lodge a formal complaint with ASQA.
- S2C Training does not offer a separate external or independent review mechanism.

### Records and how long they're kept

S2C Training keeps the following for **7 years**:

- Complaints register (with actions and outcomes) - RTO Safe
- Appeals register (with actions and outcomes) - RTO Safe
- Written acknowledgements and outcome notifications - RTO Safe
- Reassessment records - aXcelerate
- Continuous improvement records - RTO Safe

*For a full copy of this policy, please contact student support by emailing your request to [info@s2c.edu.au](mailto:info@s2c.edu.au).*