

S2C TRAINING

RTO ID 45605

Complaints and Appeals

Student information · Updated 22 October 2026

If something is not right, we want to hear about it. This page explains how to give feedback, make a complaint or appeal a decision, and where else you can go.

Your rights: making a complaint or appeal is **free**, will never disadvantage you, and does not affect your enrolment. You can keep training while it is handled. Your matter is decided fairly by someone who was not involved in it.

Feedback

You can give feedback at any time through the learning platform, by email or phone, to your trainer, or through the survey we send by email and SMS when you finish your training. We use it to improve.

Making a complaint

You can complain about any part of our service, our staff or trainers, another student, or another party such as an employer. You can raise it:

- with your trainer and assessor first, where you feel comfortable to;
- through the learning platform;
- by email to info@s2c.edu.au;
- by phone on (07) 3555 7703; or
- by post to S2C Training, 2 Heaslop Street, Woolloongabba QLD 4102.

We need your complaint in writing. If you raise it by phone or in person, we will help you put it in writing.

What happens next

1. We acknowledge your complaint in writing within **2 business days**.
2. Our General Manager is responsible for every complaint and either handles it or passes it to someone who is not the subject of the complaint. A complaint about the General Manager goes to our CEO.
3. Most complaints are resolved within **7 business days**. We give you the outcome in writing. If it will take longer, we tell you why and keep you updated.

Appealing a decision

You can appeal any decision we make that adversely affects you, including an assessment result, a complaint outcome, a credit transfer or RPL decision, a refund decision, or a decision under the Student Code of Conduct.

1. Send your appeal in writing to our General Manager (email info@s2c.edu.au or use the learning platform) within **20 business days** of being told of the decision. We may accept a later appeal if there is a good reason for the delay.
2. We acknowledge it in writing within **2 business days**.
3. Your appeal is reviewed by someone who was not involved in the original decision. For an assessment decision, this is a different assessor.
4. We give you the outcome and our reasons in writing within **20 business days** of acknowledging your appeal.

You can also ask to resit an assessment, and to be reassessed by a different assessor.

Independent review

If you are not satisfied with the outcome of your appeal, you can ask for an independent review. Write to our General Manager within **20 business days** of receiving the outcome. We engage an independent specialist consultant who was not involved in the decision or the appeal (our preferred reviewer is Hawkeye Consultancy, or another independent specialist if they are unavailable or have a conflict). It is free for you, as we pay the reviewer. You normally receive the outcome in writing within 20 business days, and we act on it.

If any complaint or appeal is going to take more than 60 calendar days, we tell you why in writing and update you at least every 20 business days.

Other places you can go

We encourage you to use our process first. You can also contact:

Organisation	How they can help	Contact
Australian Skills Quality Authority (ASQA)	The national VET regulator	asqa.gov.au 1300 701 801
Queensland Training Ombudsman	Independent complaints service for vocational training in Queensland	trainingombudsman.qld.gov.au 1800 773 048
Office of Fair Trading (Queensland)	Consumer matters, including fees, refunds and contracts	qld.gov.au/fairtrading 13 QGOV (13 74 68)
National Training Complaints Hotline	Refers training complaints to the right body	13 38 73

For a complaint about how we have handled your personal information, see our **Privacy Policy**.

More information

This is a plain-English summary for students. If anything here differs from our Complaints and Appeals Policy, the policy applies. Email info@s2c.edu.au and we will send you the full policy.

Contact us: info@s2c.edu.au · (07) 3555 7703 · 2 Heaslop Street, Woolloongabba QLD 4102 · www.s2c.edu.au

S2C Training is a trading name of Served to Cert Pty Ltd, ABN 85 634 533 903, RTO ID 45605.