



Complaints and Appeals Policies and Procedures



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Complaints Policy

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1.0 Purpose

To provide a clear and transparent policy that enables students and relevant parties to freely raise complaints regarding the course or services provided by Onfit Training College or its representatives.

This policy demonstrates a fair, equitable and confidential means of resolving complaints and ensures compliance with the **Standards for Registered Training Organisations (RTOs) 2025**, in particular Outcome Standard 2.7.

2.0 Scope

This Complaints Policy applies to allegations involving the conduct of:

- Onfit Training College, its trainers, assessors and other staff
- Stakeholders and other relevant parties
- Third parties providing services on behalf of Onfit Training College, including their staff
- Students of Onfit Training College

This policy applies to all Onfit staff, representatives, students and stakeholders

3.0 Statement

Onfit Training College actively encourages feedback and dialogue as part of its continuous improvement philosophy. Complaints are welcomed as a means of identifying and addressing issues faced by students and stakeholders and improving training delivery and business practices.

Onfit Training College has established an equitable, transparent and confidential complaints handling process, supported by documented procedures available at: <https://onfit-training-college.rtosafe.com.au/Public/Complaints/New>

3.1 Values and Principles

The complaints process is governed by the following principles:

- Students and stakeholders have a clear opportunity to express concerns without disadvantage
- Complaints are managed transparently and confidentially
- High-risk complaints (e.g. sexual harassment, discrimination, bullying) are escalated to the Director and/or external authorities where appropriate
- Complaints are acknowledged within **five (5) working days** of receipt
- Complaints are handled impartially and independently of the matter being complained about
- Complainants are kept informed of progress and outcomes

- Complaints are normally resolved within **14 days**; where this is not possible, regular updates are provided
- Where more than **60 calendar days** is required, the complainant will be informed in writing with reasons
- Complainants may escalate matters if they are not satisfied with the outcome
- Confidentiality is maintained by all parties
- Complaint trends are analysed and incorporated into continuous improvement activities

4.0 Roles, responsibilities, and delegations

ROLE	RESPONSIBILITY
All Onfit Representatives	Act in accordance with this policy when managing complaints
All Onfit representatives	Implement the Complaints Policy and procedures as required
Students and Stakeholders	Follow this policy and associated procedures when lodging a complaint

5.0 Definitions

Grievance – An expression of dissatisfaction that may be addressed informally without investigation. If unresolved, it may be escalated to a complaint.

Complaint – An expression of dissatisfaction requiring review, investigation and action regarding Onfit Training College, its staff, services or training delivery.

Complaints may relate to:

- Training programs, content, delivery or resources
- Administrative or customer service issues
- Assessment, feedback, enrolment or learning environment
- Student support services and communication
- Access and equity, discrimination or harassment
- Work health and safety concerns

Natural Justice – Ensuring procedural fairness, including impartiality, the right to be heard, informed decision-making and clear communication of outcomes.

For advice and support contact compliance@onfit.edu.au

INFORMATION

Printable version (PDF) Downloadable version (Word)

Title	Complaints Policy
Document number	2025/v 3
Purpose	To provide a clear and transparent policy that enables students and relevant parties to freely raise complaints regarding the course or services provided by Onfit Training College or its representatives. This policy demonstrates a fair, equitable and confidential means of resolving complaints and ensures compliance with the Standards for Registered Training Organisations (RTOs) 2025, in particular Outcome Standard 2.7.
Audience	Staff and Stakeholders
Category	Academic, Governance, Operational
Subcategory	Operational
Approval date	18 December , 2025
Effective date	18 December, 2025
Review date	This policy will be reviewed bi-annually or in line with changes to ASQA standards or to relevant state and federal legislation
Document advisor	Rhonda Bacchi – Quality Manager
Approving authority	Jordan Murphy – CEO

RELATED DOCUMENTS

Legislation	ASQA Standards Outcome Standard 2.7
	Australian Consumer Law
	Office of Fair Trading
	https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/make-a-consumer-complaint
Policies	Staff Documents\Policies, procedures, workflows\Policies
	Continuous Improvement policy
	Appeals Policy
	Student Handbook
	https://onfit.edu.au/student-handbook/
Procedures	FileSystem - Staff Documents\Policies, procedures, workflows\Procedures
	Complaints procedure for staff (and representatives)
	Complaints procedure for students and stakeholders
	Appeals Procedure
	Continuous Improvement procedure
	Student Handbook (relevant policies and information for students governing their enrolment, including access to 'Form -01-complaints')
Local Protocols	
Forms	Complaint Form: https://onfit-training-college.rtosafe.com.au/Public/Complaints/New

1. ASQA 2025 Explicit Clause Mapping

Complaints Policy – ASQA Standards 2025 Alignment (Outcome Standard 2.7)

ASQA 2025 Clause	Requirement	Where Addressed in Complaints Policy
2.7(a)	Learners and relevant parties can make complaints about the RTO, its staff, trainers, assessors or services	Purpose; Scope; Policy Statement
2.7(b)	Complaints process is transparent, accessible and clearly communicated	Policy Statement; Values and Principles
2.7(c)	Complaints are acknowledged and managed in a timely manner	Values and Principles (acknowledgement within 5 days; resolution timeframe)
2.7(d)	Complaints handling ensures fairness, confidentiality and procedural integrity	Values and Principles; Natural Justice definition
2.7(e)	Complaints are investigated by an independent and impartial person	Values and Principles (independence requirement – Training Ombudsman)
2.7(f)	Learners are informed of progress and outcomes	Values and Principles (ongoing communication)
2.7(g)	Complaints are recorded, monitored and used for continuous improvement	Values and Principles; Continuous Improvement references
2.7(h)	Learners are advised of external escalation options if unresolved	Values and Principles (referral to appropriate authority)

Complaints Procedure

1.0 Purpose

2.0 Scope

3.0 Procedure - Steps 1-7

4.0 Roles and Responsibilities

5.0 Definitions

1.0 Purpose

This procedure explains how complaints can be raised, managed and resolved in a fair, timely and confidential manner.

This procedure supports compliance with the **Standards for Registered Training Organisations (RTOs) 2025, Outcome Standard 2.7 (Complaints)**.

2.0 Scope

This procedure applies to complaints made by students or stakeholders about:

- Onfit Training College, its staff, trainers, and assessors
- Third parties providing services on behalf of Onfit Training College
- Services, training, assessment, administration, or student support

3.0 Procedure

Step 1: Informal Resolution (Grievance)

- Where appropriate, you are encouraged to raise the issue directly with the person involved.
- The aim is to resolve issues quickly through discussion and mutual agreement.
- If unresolved, the matter may be escalated from a grievance to a complaint
- If the grievance is escalated to a complaint the following process will be followed.

Step 2: Lodging a Complaint

- Onfit uses 'RTOSafe' as a means of logging and managing complaints.
- A publicly available submission form is available to you on our website.
- This system can be used directly by you, any student or stakeholder, and can also be accessed by Onfit staff who may assist by registering a complaint on your behalf.
- You will have the opportunity to upload any evidence or documentation that supports your complaint.
- Completion of this submission will automatically lodge your complaint on our complaints register and will notify management of your submission.

Step 3: Acknowledgement of Complaint

- When you lodge a complaint using this system, your complaint will be confirmed within 5 working days.
- The time frame for resolution will be instigated from the date of receipt of your complaint (or the next working day, if your complaint is lodged outside of work hours).

Step 4: Investigation and Resolution

- Your complaint will be thoroughly assessed.
- A written record of your complaint will be made and kept on record.
- A Management representative independent of the matter will investigate the complaint.
- Outcomes will be determined fairly and in accordance with natural justice.
- Records of the steps taken, communications exchanged, and actions linked to the issue, will be retained in our complaints register.
- A suggested resolution will be provided to you in writing.

Step 5: Outcome and Timeframes

- Complaints are normally resolved within **14 days**.
- If more than **60 calendar days** is required, you will be informed in writing and provided regular updates.
- The outcome and reasons will be provided in writing.

Step 6: Recording and Continuous Improvement

- Details and evidence of complaints are recorded in the Complaints Register and your student file.
- Outcomes are reviewed as part of continuous improvement processes.

Step 7: External Review

- If unresolved, we support your right to seek external review through:
 - **Queensland Training Ombudsman** (where applicable)

4.0 Roles and Responsibilities

HEADING		
Onfit Staff and Representatives	To be guided by the complaints policy in all instances of grievance, complaint	To follow and implement this procedure in all instances of grievance, complaint
Students and Stakeholders	To be guided by the complaints policy in all instances of grievance, complaint	To follow and implement this procedure in all instances of grievance, complaint

5.0 Definitions

Grievance – An informal expression of dissatisfaction that may be resolved without investigation.

Complaint – A formal expression of dissatisfaction requiring investigation and action.

Natural Justice – Procedural fairness, including impartial decision-making, the right to be heard and written reasons for decisions.

INFORMATION

Printable version (PDF) Downloadable version (Word)

Title	Complaints Procedure
Document number	2025/v1.0
Purpose	This procedure explains how complaints are raised, managed and resolved in a fair, timely, and confidential manner.
Audience	Staff; Students; Public
Category	Academic; Governance;
Subcategory	Academic - Student Services - Learning and Teaching - Research
Approval date	December 18, 2025
Effective date	December 18, 2025
Review date	This policy is reviewed annually or in response to changes in ASQA standards or governance expectations
Policy advisor	Rhonda Bacchi – Quality Manager
Approving authority	Jordan Murphy – CEO

RELATED POLICY DOCUMENTS AND SUPPORTING DOCUMENTS

Legislation	ASQA Standards 2025 Clauses 2.3 to 2.6
Policy	Complaints Policy Appeals Policy Continuous Improvement Policy
Procedures	Appeals Procedure Continuous Improvement Procedure
Local protocols	RTOSafe Complaints System Continuous Improvement Register (Wrangle) FileSystem - Staff Documents\Complaints and appeals\2025 <u>Complaints and appeals Communication files</u>
Registers	FileSystem – Staff Documents\Registers \Complaints and Appeals Register <u>RTOSafe Complaints Register</u>
Forms	Complaint Form: https://onfit-training-college.rtosafe.com.au/Public/Complaints/New

Appeals Policy

1.0 Purpose

2.0 Scope

3.0 Statement

4.0 Roles, responsibilities, and delegations

5.0 Definitions

1.0 Purpose

To provide a clear and transparent policy that enables students and relevant parties to appeal decisions made by Onfit Training College.

This policy ensures appeals are handled fairly, equitably and confidentially, in compliance with the **Standards for Registered Training Organisations (RTOs) 2025**, in particular Outcome Standard 2.8

2.0 Scope

This Appeals Policy applies to appeals against decisions made by Onfit Training College relating to academic and non-academic matters.

It applies to all Onfit staff, representatives, students and relevant stakeholders.

3.0 Statement

Students and stakeholders have the right to appeal decisions they believe are unfair or incorrect. Onfit Training College has established a structured, transparent and impartial appeals process supported by documented procedures available at: <https://onfit.edu.au/complaints-and-appeals-policy-and-procedure/>

No student will be disadvantaged for lodging an appeal

3.1 Values and Principles

The appeals process is governed by the following principles:

- Appeals are handled independently of the original decision-maker
- All parties are afforded natural justice
- Appeals are acknowledged within **five (5) working days** of receipt
- Appeals are managed confidentially and transparently
- Appeals are normally finalised within **14 days**, unless the matter is complex
- Where more than **60 calendar days** is required, the appellant is informed in writing with reasons
- Appellants are kept informed of progress and outcomes
- Matters may be escalated to external bodies if unresolved internally

4.0 Roles, responsibilities, and delegations

ROLE	RESPONSIBILITY
All Onfit Representatives	Act in accordance with this policy when managing appeals Implement the Appeals Policy and procedures as required
Students and Stakeholders	Follow this policy and associated procedures when lodging an appeal

5.0 Definitions

Appeal – A request to review a decision made by Onfit Training College.

Appealable decisions include, but are not limited to:

- Assessment or feedback outcomes
- Recognition of Prior Learning (RPL) decisions
- Academic misconduct or plagiarism penalties
- Misconduct and breach of code of conduct decisions
- Refund decisions
- Course extension decisions

Natural Justice – Ensuring procedural fairness, including impartiality, the right to be heard, informed decision-making and clear communication of outcomes.

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INFORMATION

Printable version (PDF) Downloadable version (Word)

Title	Appeals Policy
Document number	2025/v 1.0
Purpose	To provide a clear and transparent policy that enables students and relevant parties to appeal decisions made by Onfit Training College. This policy ensures appeals are handled fairly, equitably and confidentially, in compliance with the Standards for Registered Training Organisations (RTOs) 2025, in particular Outcome Standard 2.8
Audience	Staff and Stakeholders
Category	Academic / Governance
Subcategory	Academic
Approval date	18 December 2025
Effective date	18 December 2025
Review date	This policy will be reviewed bi-annually or in line with changes to ASQA standards or to relevant state and federal legislation
Document advisor	Rhonda Bacchi – Quality Manager
Approving authority	Jordan Murphy – CEO

RELATED DOCUMENTS

Legislation	ASQA Standards Outcome Standard 2.8
	Australian Consumer Law
	Office of Fair Trading
Policies	Staff Documents\Policies, procedures, workflows\Policies
	Continuous Improvement policy
	Complaints Policy
	Student Handbook
	https://onfit.edu.au/student-handbook/
Procedures	FileSystem - Staff Documents\Policies, procedures, workflows\Procedures
	Complaints procedure for staff (and representatives)
	Complaints procedure for students and stakeholders
	Appeals Procedure for staff (and representatives)
	Appeals Procedure (students and stakeholders)
	Continuous Improvement procedure
	Student Handbook (relevant policies and information for students governing their enrolment
	https://onfit.edu.au/student-handbook/
Local Protocols	

Appeals Policy – ASQA Standards 2025 Alignment (Outcome Standard 2.8)

ASQA 2025 Clause	Requirement	Where Addressed in Appeals Policy
2.8(a)	Learners have the right to appeal assessment and non-academic decisions	Purpose; Scope; Definitions
2.8(b)	Appeals process is documented, accessible and transparent	Policy Statement
2.8(c)	Appeals are handled fairly, impartially and independently	Values and Principles; independence requirement
2.8(d)	Learners are provided natural justice	Values and Principles; Natural Justice definition
2.8(e)	Appeals are acknowledged and finalised in a timely manner	Values and Principles (5-day acknowledgement; 14/60-day timeframes)
2.8(f)	Learners are informed of appeal outcomes and reasons	Values and Principles
2.8(g)	External appeal options are available if unresolved	Values and Principles (external escalation – Training Ombudsman/ Office of Fair Trading)
2.8(h)	Appeal outcomes are recorded and inform continuous improvement	Governance and Continuous Improvement references

Appeals Procedure

1.0 Purpose

2.0 Scope

3.0 Procedure – Steps 1-6

4.0 Roles and Responsibilities

5.0 Definitions

1.0 Purpose

This procedure explains how students may appeal decisions made by Onfit Training College for a fair, impartial, and transparent review.

2.0 Scope

This procedure applies to appeals against academic and non-academic decisions, including assessment, RPL, misconduct, refunds and course extension

3.0 Procedure

3.1. Positioning Statement

Onfit Training College actively encourages feedback and dialogue with our students and trainers as part of its continuous improvement philosophy. Students have the right to appeal a decision if they feel that they have been unfairly treated in some way.

Appeals are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.

We have established an equitable and transparent process for encouraging and dealing with feedback, complaints, grievances and appeals which is documented in our relevant Policies and Procedures.

3.2 Steps

Step 1: Lodging an Appeal

- Appeals must be lodged in writing within **two (2) weeks** of the decision you are appealing.
- Appeals may be submitted via email
Contact details:
- Email: admin@onfit.edu.au (Subject: Formal Appeal) or education@onfit.edu.au

Step 2: Acknowledgement

- Appeals are acknowledged in writing within **five (5) working days**.

Step 3: Independent Review

- An independent reviewer (someone not involved in the original decision) is appointed.
- Relevant evidence is reviewed, and you may be invited to discuss the appeal in more detail.

Step 4: Decision and Notification

- Appeal outcomes and reasons are provided in writing.
- Appeals are normally finalised within **14 days**.
- If more than **60 calendar days** is required, the appellant is informed and updated regularly.

Step 5: Recording and Continuous Improvement

- Appeals and outcomes are recorded in the Appeals Register and student file (where applicable).
- Outcomes inform continuous improvement activities.

Step 6: External Appeal Options

- If unresolved, Onfit supports your right to seek independent review through:
 - Queensland Training Ombudsman (where applicable)
 - Office of Fair Trading (where applicable)

4.0 Roles and Responsibilities

HEADING		
Onfit Staff	Act in accordance with the Appeals policy when managing appeals	Implement the Appeals procedure as required
Students / Stakeholders	Act in accordance with the Appeals policy when managing appeals	Implement the Appeals procedure as required

5.0 Definitions

For the purposes of this procedure and related policy documents, the following definitions apply:

Appeal – A request to review a decision made by Onfit Training College.

Appealable decisions include, but are not limited to:

- Assessment or feedback outcomes
- Recognition of Prior Learning (RPL) decisions
- Academic misconduct or plagiarism penalties
- Misconduct and breach of code of conduct decisions
- Refund decisions
- Course extension decisions

Natural Justice – Ensuring procedural fairness, including impartiality, the right to be heard, informed decision-making and clear communication of outcomes .

For advice and support contact compliance@onfit.edu.au

INFORMATION

Printable version (PDF) Downloadable version (Word)

Title	Appeals Policy
Document number/ Version	2025/v1.0
Purpose	This procedure explains how students may appeal decisions made by Onfit Training College for fair, impartial and transparent review
Audience	Students; Public
Category	Governance, Academic
Subcategory	Governance - Governance - Risk and Integrity
Approval date	December 18, 2025
Effective date	December 18, 2025
Review date	This policy will be reviewed annually or in accordance with changes to ASQA standards or relevant legislation
Policy advisor	Rhonda Bacchi – Quality Manager
Approving authority	Jordan Murphy – CEO

RELATED POLICY DOCUMENTS AND SUPPORTING DOCUMENTS

Legislation	ASQA Standards 2025 Clause
Policy	Policies Appeals Policy Complaints Policy Continuous Improvement Policy
Procedures	Procedures Complaints Procedure Continuous Improvement Procedure
Local protocols	Continuous Improvement Intranet (SLACK / Wrangle ticketing system)
Forms	Complaints and Appeals Register Complaints and Appeals register - v.2.xlsx