



Table of Contents

PURPOSE	2
SCOPE	2
POLICY STATEMENT	2
REGULATION	3
DEFINITIONS	4
PROCEDURES	5
Student Feedback	5
Complaints	5
General Process	5
Informal Complaint	6
Formal Complaint	7
Internal Appeals	9
External Appeals	10
RELATED DOCUMENTS:	10

PURPOSE

This policy outlines a mechanism to ensure that all stakeholders have the right to have their complaints and appeals addressed appropriately in a timely, fair and confidential manner and the ability to provide feedback on the quality and delivery of our services.

SCOPE

This policy applies to all current, prospective and previous students and other stakeholders of KAL Training.

POLICY STATEMENT

KAL Training (KAL) aims to seek and include feedback in the continuous improvement of our services and to resolve complaints honestly, fairly and without bias and in an easily accessible manner. KAL is dedicated to providing excellent services and maintaining positive relationships at all levels and committed to maintaining compliance with regulatory, legislative and contractual requirements. This policy and procedure support all complaints and appeals being handled as efficiently and effectively as possible and to be actioned within 10 business working days of receipt.

Our responsibilities are to:

- collect and act upon the feedback provided by students and stakeholders
- take all grievances, complaints and appeals seriously.
- provide an efficient, fair and structured mechanism for handling complaints and appeals processes for all Students.
- act upon the subject of any feedback, grievances, complaint or appeal substantiated
- provide our prospective students with access to the complaints and appeals process before making an agreement to enrol.
- recognise both formal and informal feedback and complaints.
- action a complaint or appeal within 10 working days of receipt.
- handle all grievances, complaints and appeals professionally and confidentially to achieve a satisfactory resolution
- keep the complainant/appellant informed about the progress of their complaint/appeal and the expected timeframe for resolution.
- resolve the complaint or appeal as soon as possible.
- review feedback, complaints and appeals so that we can improve our service.
- maintain the student's enrolment whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- provide details of external authorities' complainant may approach if not satisfied with the outcome.



REGULATION

Outcome Standards –Standards for RTOs 2025

Standard 2.7: Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation.

Performance Indicators:

An NVR registered training organisation demonstrates:

(a) it operates a complaints management system that:

(i) allows feedback and complaints about the organisation, any third parties, and any person employed or contracted by the organisation.

(ii) ensures all parties are afforded procedural fairness.

(iii) identifies reasonable timeframes for responding to and resolving complaints; and

(iv) provides avenues for further action where complaints are not resolved.

(b) information about how to provide feedback and make complaints through the complaints management system is publicly available and easily accessible by VET students.

(c) VET students are supported to provide feedback and make complaints.

(d) outcomes of complaints are documented by the organisation and communicated to all parties to the complaint; and

(e) feedback and complaints are used by the organisation to inform continuous improvement.

Standard 2.8: Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student.

Performance Indicators

An NVR registered training organisation demonstrates:

(a) it operates an appeals management system that:

(i) allows VET students to appeal decisions of the organisation, any third parties, and any person employed or contracted by the organisation, where those decisions adversely affect the student.

(ii) ensures all parties to the appeal are afforded procedural fairness.

(iii) specifies reasonable timeframes for actioning appeals; and

(iv) provides avenues for review by an independent party if requested by the appellant (at no or low cost to the appellant).

(b) information about how to appeal an adverse decision through the appeals management system is publicly available and easily accessible by VET students.

(c) outcomes of appeals are documented by the organisation and communicated to the appellant; and

(d) the outcomes of appeals are used by the organisation to inform continuous improvement.

2026 Standard VET Funding Contract

Clause 4.9 You must be accountable to us for your performance under this Contract at all times, including by:

i) responding to and co-operating with us (the Department) in good faith in the resolution of student complaints made to us, or other issues raised with us, in relation to your delivery of the Training Services

Schedule 1 - Skills First Program Specifications

1.3 You must publish in a prominent place on your website:

e) your complaints and appeals process

DEFINITIONS

Department means the State of Victoria acting through the Department of Jobs, Skills, Industry and Regions (or, consistent with Clause 1.2(i), its successor or predecessor).

Skills First Student means an individual who is eligible for Skills First subsidised training in accordance with the eligibility requirements specified in this Contract and who you have enrolled into such training.

Training Services means all activities you undertake, or are required to undertake under this Contract, in relation to the delivery of Skills First subsidised training, including:

- a) student attraction activities, including marketing/advertising, in relation to any training within the Funded Scope.
- b) provision of information about program offerings, fees, support and impact on individual's Skills First Entitlement.
- c) conduct of the Pre-Training Review.
- d) testing any individual's eligibility for training subsidised through the Skills First Program and any relevant Fee Concession or Fee Waiver.
- e) enrolment of individuals into a program, including undertaking enrolment processes required under this Contract.
- f) development and documentation of a Training Plan.
- g) levying fees, including implementing any Fee Concessions or Fee Waivers.
- h) delivering training and assessment.
- i) collecting and maintaining evidence relating to (a) to (h) above, as required under this Contract.
- j) reporting data and other information to us as required under this Contract; and
- k) any other matters that reasonably relate to conduct of the activities set out in paragraphs (a) to (j).



PROCEDURES

Student Feedback

Feedback is always encouraged, Trainers and Students and Industry are encouraged to provide feedback on all aspects of our service delivery at any time, verbal and written. The resulting feedback is provided to the relevant area whenever it is received, in addition KAL provides a formal collection request during the delivery year. Feedback is analysed and incorporated into revised services and processes formally and informally (See Continuous Improvement Policy and Procedure)

In addition, Student feedback is requested at the end of a unit or cluster delivery twice a year.

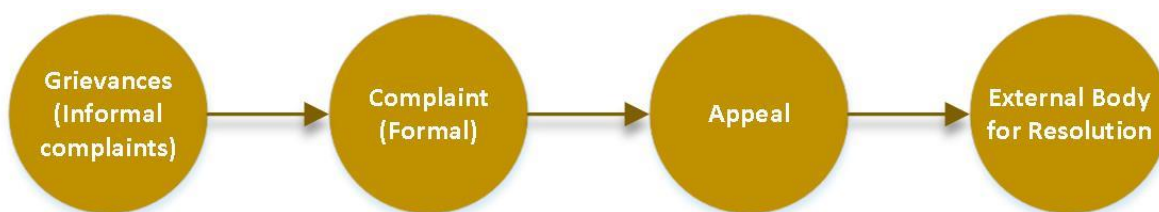
- Administration generates the Student Questionnaire at the beginning of the year and towards the end of the year.
- This will be provided in the last class for the selected cluster/unit.
- The survey is optional however all students are encouraged to complete a survey.
- Surveys are submitted to Compliance for collation and distribution of the summary results.

Complaints

KAL Training is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, KAL Training ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Diagram of the Different Steps/ Procedures in the complaints management process:



General Process

- The Feedback, Complaints and Appeals policy and procedure, and the associated forms are available to all Students and Stakeholders on the KAL Training website.
- Where possible all informal attempts shall be made to resolve the issue (Informal Compliant). This may include advice, discussions, meeting with the student or stakeholder, emails and general mediation in relation to the issue and the student / stakeholder issue.

- Any Student, potential Student, employee or third party may submit a formal complaint to KAL with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the Chief Executive Officer (CEO).
- Any person wishing to submit a formal complaint or appeal can do so by completing the Complaints and Appeals Form and state their case providing as many details as possible. This form can be obtained by contacting Administration staff at KAL Training, or through the KAL Training website.
- All formal complaints are to be made in writing using the complaints and appeal form.

Informal Complaint

- Students / Potential Students / stakeholders are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the complainant should talk honestly to the trainer / facilitator through Student Support Services about his/her concerns. Issues about fees should be discussed in the first instance with the Accounts Department through Student Support Services.
- Any Student with a question or complaint may raise the matter with KAL Training Student support staff and attempt an informal resolution of the question or complaint. This can be done online, email, by phone conversation or face-to-face.
- Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be formally documented, recorded or reported on unless the staff member involved determines that the issue, question or complaint was relevant to the wider operation of KAL Training. Reference to informal complaints may be included in program and process reviews as relevant.
- If the Student / Potential Student / Stakeholder has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then they may escalate the grievance to the General Manager or the Compliance Manager still within the informal process. In all instances the complainant may be accompanied or assisted by a support person during this process.
- In this escalation, the General Manager or Compliance Manager will consider the issue and may either suggest a course of action to resolve the grievance or attempt to mediate between the complainant and the person(s) concerned.
- Within ten (10) days of receiving the notification of the grievance, the General Manager or Compliance Manager will provide the complainant and any other person(s) directly concerned, with a written email account summarising the actions that were taken, or will be taken, to resolve the issue.
- If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy.

Formal Complaint

- Students or stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so at any time.
- To register a formal complaint, the Complaints and Appeals Form must be completed and submitted with as much detail as possible to admin@kaltraining.com.au
- Once a formal complaint is received it will be entered into the Complaints and Appeals Register and written acknowledgment will send to complainant. The information to be contained and updated within the register is as follows:
 - Date of the complaint
 - Origin of complaint (direct, student, survey etc)
 - What aspect of service the complaint relates to (resources, training, admin service etc)
 - Details of the complaint
 - The name of the complainant
 - Review Date
 - Responsible Staff (assigned)
 - Outcome of complaint
 - Resolution
 - Date completed (showing time taken to investigate complaint)
 - Continuous Improvement Register addition if recommended (e.g. systemic issues)
- There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice, support, assistance or company from independent external agencies/persons at any point of the complaints and appeals process. Use of external services will be at the complainant's costs unless authorised by the General Manager or CEO.
- At any meeting held on the complaint (if required), the meeting must be documented and content signed and dated by attending parties.
- The matter will be investigated with appropriate staff members to resolve or decide on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Where a decision is expected to take longer than 60 days, KAL Training will advise the student in writing of the delay and include the reasons for the delay. Thereafter the complainant will be provided with weekly updates, in writing, of the progress of the complaint.
- If a decision is taking more than 60 days, the matter can be forwarded to an external complaint resolution organisation as well for resolution.
- At the end of the resolution phase, details of the outcome are provided to the complainant in writing. The decision and reasons for the decision will be documented and will be provided at Management and Administration review meetings as feedback for continuous improvement consideration.

- Outcomes and further action required will be recorded on the Complaints and Appeals Register. Where an outcome warrants action that may be considered systemic or impacts on the training and assessment delivery, this action will be added to the Continuous Improvement Register for implementation.
- Following the resolution phase, KAL Training must implement the decision as conveyed to the complainant. KAL Training will immediately implement any decision and/or corrective and preventative actions that are required.
- Copies of all documentation, outcomes and further action will be held in the student or stakeholder file.
- Where the formal complaint process does not find in favour of the complainant, they will be notified of their right of appeal. They may initiate internal appeals process by completing the Complaints and Appeals Form.
- To appeal a decision, KAL Training must receive, in writing, submission of the appeal within 10 days of the date of the notice of the decision.
- KAL will ensure that the investigation process is impartial and encompasses the Principles of Natural Justice. No assumptions will be made, nor any action be taken until all relevant information has been collected and considered.
- There will be no victimisation against anyone who makes a complaint.
- Nothing in this procedure inhibits complainant's rights to pursue other legal remedies. Complainants are entitled to resolve any dispute by exercising their rights to other legal remedies.

Internal Appeals

- All Students and stakeholders have the right to appeal decisions made by KAL Training.
- To activate the appeals process, the appellant must complete a Complaints and Appeals Form that is to include a summary of the grounds the appeal is based upon. The reason the appellant feels the decision is unfair, is to be clearly explained and help and support with this process can be gained from KAL Training staff.
- Where the appeal is against the outcome of a formal complaint, the submission must be received by KAL Administration within 10 working days of the outcome advice. Any supporting documentation should also be attached to the appeal. A maximum time of 30 calendar days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.
- **Assessment Judgement Appeals**
 - Where students wish to appeal an assessment or RPL result, they should first notify their Trainer/Assessor. Where appropriate the Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was - or was not - granted.
 - If this is still not to the student's satisfaction, the student may formally lodge an appeal. They will lodge this with KAL Administration, and the appeal will be entered in the Complaints and Appeals Register and forwarded to the RTO General Manager.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged in writing.
- The General Manager will be notified and provided details regarding the initial documentation of the appeal.
- The General Manager will contact the concerned parties separately and gather evidence from all concerned to investigate and decide based on the evidence presented.
- The appellant will be notified in writing of the outcome. The written notification will include the outcome and reasons for the decision, as well as advice on the option of activating an external appeal if they are not satisfied with the outcome. The appellant is required to notify KAL Administration if they wish to proceed with an external appeals process within 10 working days of the appeal outcome notification.
- We recognise the rights of individuals to approach an external agency if the formal complaint or internal appeal has not resolved the issue to their satisfaction.
- The student's enrolment will be maintained whilst an appeal is in progress, and the outcome has not been determined.

External Appeals

- If not satisfied with the internal appeal processes, the complainant / appellant may request that the matter be further reviewed by an external dispute resolution process.
- The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between KAL Training and the complainant / appellant.
- KAL Training will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations.
- If a student or stakeholder is still dissatisfied with the decision of KAL Training, they may wish to seek advice or make a complaint about KAL Training to external appeal body. If, after KAL Training internal complaints and appeals processes have been completed, they still believe KAL Training is breaching or has breached its legal requirements, they can submit a complaint on the DEWR [National Training Complaints Hotline](#). The National Training Complaints Hotline is a referral service and will ensure that your complaint is handled by the most appropriate authority.
- Students can also contact following external mediators to have any decisions by KAL Training reviewed as a result of a student complaint or appeal. External mediators' details are as below:

Ombudsman Victoria
Level 2, 570 Bourke Street, Melbourne 3000
Tel: 1800 806 314
Web: <http://www.ombudsman.vic.gov.au>

Dispute Assessment Officer
Dispute Resolution Centre of Victoria
Tel: 1300 372 888 or online form
Web: <http://www.disputes.vic.gov.au/>

- Where the student determines they wish to appeal KAL's decision in relation to their complaint or appeal they are able to contact the Ombudsman and submit an appeal application. The cost of this appeal process is free.
- Where a decision or outcome is in favour of the student KAL Training shall follow the required action and recommendation from the Ombudsman to satisfy the student's complaints as soon as practicable. The decision of this independent mediator is final and any further action the student wishes to take is outside KAL Training's policies and procedures.

RELATED DOCUMENTS:

- Complaints and Appeal Form
- Complaints and Appeal Register
- Continuous Improvement Policy and Procedure
- Continuous Improvement Register
- Complaints and Appeal Outcome