

Complaints and Appeals Policy and Procedure

Purpose:

The purpose of the Complaints and Appeals Policy and Procedure is to ensure that all academic and non-academic complaints are addressed promptly and fairly.

Orbus³ is committed to fair, transparent processes and treating all complaints seriously. We follow the principles of natural justice, ensuring a fair and unbiased process when handling complaints. Orbus³ aims to develop a culture that views feedback and grievances as opportunities for improvement.

Policy:

This policy addresses both academic and non-academic complaints and appeals, encompassing formal and informal grievances. All Orbus³ stakeholders, including learners, team members, and employers, have the right to submit complaints and/or feedback expressing dissatisfaction with various aspects of Orbus³'s processes, systems, or team members.

Appeals

An appeal is when a learner requests a review of a decision because they believe it is incorrect or unfair. This can include:

- Disagreeing with an assessment result or judgement of work skills
- Disagreeing with a change to the training plan
- Disagreeing with a decision about readiness for assessment
- Believing the assessment process did not consider a learning need, disability or cultural background
- Unsatisfactory resolution of a lodged informal or formal complaint

We have a standardised process for appeals to ensure they are handled fairly and consistently. The process allows the learner to explain why they disagree with the decision and ensures it is reviewed by someone who was not involved in the original decision.

Procedure - Specific Assessment Decisions:

For appeals related to specific assessment decisions, the learner should first discuss the decision(s) with the relevant trainer and/or assessor and request a review or re-assessment. The trainer and/or assessor will listen to the learner's appeal, make a fair judgment to the best of their ability, and inform the learner of their final decision.

Escalating Appeals to Management:

If the learner is still not happy with the trainer or assessor's decision, they can take their appeal to the management team. The process is as follows:

- The appeal must be put in writing by completing the Orbus³ Appeals Form and sending it by email or post to Orbus³ for the management team to review
- The appeal must be sent within 5 business days of being informed of the result of the trainer's and/or assessor's review or reassessment
- If the appeal is not received in time, the original judgment result will stay in place. If there is an emergency that stops the learner from sending the appeals form within the 5 day timeframe, a medical certificate or evidence of incapacitation must be provided, and the appeal sent within three (3) business days after the certificate's end date

The Orbus³ Appeals Form can be obtained on request by emailing adminteam@orbus3.com.au

All communication relating to an appeals request is treated as confidential and private and will not affect your enrolment status at the time of the appeal.

Complaints

Procedure - Informal Complaint

Orbus³ gives learners the chance to raise concerns informally before initiating the formal complaint process. This stage aims to resolve issues quickly and fairly.

The process for an informal complaint is as follows:

- Talk to us directly: Learners are encouraged to share their complaint or appeal directly with Orbus³, such as by speaking with their trainer or the administration team, so we can resolve the issue promptly.
- Fair Notification and Response: Anyone named in a complaint or appeal will be informed in writing what the issue is and will have a fair chance to respond.
- Decision by Management: The senior administration officer (Training Coordinator) will conduct discussions with the relevant people and will determine the appropriate outcome.
- Explaining the Outcome: The learner will be informed of the outcome and the reasons for the decision, in writing.
- Keeping Records: Orbus³ will keep a written record of the outcome and any actions taken.
- If You're Still Not Satisfied: If the learner still feels the matter isn't resolved, they can move to the formal complaint process.

This informal stage gives learners a straightforward way to raise concerns and work towards a solution. If the matter is not resolved here, it can move to the formal complaint process.

Procedure: Formal Complaint

STAGE ONE - Formal Complaint:

Formal complaints must be submitted in writing to the **Compliance Manager**

By email: seonaidb@orbus3.com.au

Subject: RE: Formal Complaint [Your Name]

Or

By Post: Attention Compliance Manager
Orbus³
Unit 2, 42 Cessna Drive,
Caboolture, Qld 4510

Receipt of the complaint will be acknowledged in writing, and the complaint handling process will commence within ten (10) working days.

The Compliance Manager will seek clarification on the complainant's desired outcome through written or verbal communication, or face-to-face or virtual interviews.

Within ten (10) working days, the Compliance Manager will endeavour to resolve the complaint and provide a written report, informing the complainant of their right to access the internal appeals process if still unsatisfied.

STAGE TWO - Internal Appeal:

If you are not satisfied with the outcome of your formal complaint, you can submit an appeal to the CEO within twenty (20) working days.

The CEO will appoint a suitable person or committee to meet with you and any other relevant parties within ten (10) business days. After meeting with all parties involved, the CEO (or their nominated representative) will provide you with a written report outlining:

- The steps taken to address your concerns
- The outcome of the appeal
- Information on how to access the external appeals process if you are still not satisfied.

The appeal committee, if appointed to hear your case will be made up of impartial members who have not been involved in or have a direct interest in your complaint before. It will include:

- A representative from Orbus³ management.
- An Orbus³ staff member not directly connected to your matter.
- An independent person from outside Orbus³, such as a consultant or neutral third party.

Presenting Your Case

You will have the opportunity to present your case to the committee at no cost. You may bring one support person or representative with you. Any staff member involved in the complaint will also have the opportunity to present their case and bring one support person or representative.

Decision and Notification

The committee will review all information carefully and aim to make a decision as soon as possible. Within five (5) working days of making their decision, the committee will send the outcome in writing to all parties involved.

This process ensures both sides are heard and treated fairly, with decisions made in line with natural justice and procedural fairness. Prompt communication of the decision helps ensure transparency and allows for quick action if further steps are needed.

Process:

This process makes sure the complaint or appeal is reviewed fairly and without bias. Both sides have get an equal chance to share their views. The committee aims to reach a fair outcome, following the rules of natural justice and fairness. The decision is communicated quickly to keep things transparent and to allow any necessary actions to happen without delay.

STAGE THREE - External Appeal:

If the issue is still not resolved to your satisfaction after the internal appeal you can lodge an external appeal with an independent dispute resolution body. For example the

QLD:

Department of Trade, Employment and Training
Queensland Training Ombudsman

ACT:

Skills Canberra

If you require assistance with resolving the issue, you can also contact the National Training Complaints Hotline

Record Keeping & Confidentiality:

All complaints and appeals are recorded and kept confidential for at least five years, in line with Orbus³'s Privacy and Personal Information Procedures.

This information helps Orbus³ improve its services and processes.

Version	Effective Date	Status	Details
V1	July 2018	New Release	Created and uploaded to the website
V2	July 2023	Updated process and information. New version	Created and uploaded to the website
V3	July 2025	Reviewed for accuracy. Language adjusted for most common demographic. Aligned to the NEW Standards for RTO's	Reviewed and uploaded to the website.