

## Purpose

LogiKal Training is committed to providing an effective, transparent, and fair complaints and appeals process. This policy ensures that learners, staff, and stakeholders are supported to raise concerns or contest decisions, and that these concerns are managed with procedural fairness, impartiality, and without reprisal.

All complaints and appeals are seen as opportunities for improvement and will be used to strengthen our training, services, and internal systems.

## Policy Principles

- All complaints and appeals are handled confidentially, promptly, and fairly.
- Decisions are made with procedural fairness and natural justice.
- Complainants are entitled to an independent review of decisions.
- If a complaint or appeal cannot be resolved within 60 calendar days, the complainant will be notified and kept updated on progress.

## Types of Complaints and Appeals

Complaints may include:

- Enrolment processes
- Suspension or cancellation of enrolment
- Program delivery or trainer conduct
- Marketing or promotional practices
- Personal safety or well-being
- Administration and customer service
- Assessment outcomes or feedback
- Fees, charges, or refunds
- Equity, access, discrimination, bullying or harassment

Appeals may include:

- Outcomes of assessment or RPL
- Academic progress or progression decisions
- Decisions made during a formal complaint process

## Complaints Procedure

### Informal Resolution

Learners are encouraged to resolve concerns informally where possible:

- Submit the concern in writing to LogiKal Training staff
- Staff will explain both informal and formal processes
- Learners may bring a third party (support person)
- Unresolved informal complaints are escalated to the formal process

The Training Manager reviews all informal complaints for continuous improvement opportunities.

### **Formal Complaints Process**

1. Submit a completed Complaint Record Form to the CEO or via email (blockett@logikalprojects.com).
2. CEO acknowledges receipt within 3 business days.
3. Where the complaint involves another individual, they are notified and invited to respond.
4. Discussions are minuted and stored securely.
5. Complainants may seek independent advice or support at their own cost.
6. If resolution requires over 60 calendar days, written updates will be provided.
7. Final resolution is documented, communicated in writing, and includes:
  - Outcome and rationale
  - Appeal rights
  - Any required policy or procedural amendments
  - Entry into the Continuous Improvement Register

### **External Complaint Escalation**

If dissatisfied with the outcome, the complainant may request an independent third party to review the matter.

- The complainant may nominate their own independent party (at their cost)
- LogiKal Training will fully cooperate and implement the outcome of the review
- External review decisions are final

Additional support may be accessed through:

- [National Training Complaints Hotline](#)
- [Australian Skills Quality Authority \(ASQA\)](#)

### **Assessment Appeals Procedure**

LogiKal Training supports learners' right to appeal assessment decisions.

Step 1: Assessor Review

- Learner contacts assessor within 21 days
- Assessor reviews the appeal with the learner and may revise judgement

- If revised, the assessor submits changes to the Training Manager
- Training Manager reviews and approves or rejects changes within 10 days

If unresolved, proceed to Step 2.

Step 2: Formal Written Appeal

- Submit the Assessment Appeal Form to the Training Manager within 3 months
- Training Manager investigates with involved parties
- A written response is provided within 10 working days
- If still unresolved, proceed to Step 3

Step 3: Independent Review

- Learner may request an external RTO or assessor to review a blank copy of the assessment
- Review will be completed within 60 days
- Learner is kept informed throughout the process

Recordkeeping and Continuous Improvement

- Training Manager maintains a central register of all complaints and appeals
- Outcomes are analysed to identify systemic issues
- Continuous improvement actions are recorded
- Records are stored securely

## **Policy Review**

This policy is reviewed at least annually or in response to legislative or standards changes.