

RTO Complaints and Appeals Policy & Procedure

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1 Policy Statement

ATI-Mirage is committed to managing all complaints and appeals in a fair, professional, and confidential manner to support continuous improvement. The process is accessible, transparent, and handled constructively and promptly to maintain trust and foster positive relationships with students, industry clients, and the public.

Resolution outcomes are used to enhance learner satisfaction and improve training quality, aligning with the outcome-focused approach of the 2025 RTO Standards.

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The complaints and appeals process also serves as a valuable tool to identify and address areas for improvement in ATI-Mirage's service delivery, policies, practices, and procedures.

2 Scope

This policy applies to:

- All students and clients of ATI-Mirage.
- Third-party providers delivering services on behalf of ATI-Mirage (if applicable).
- All trainers, assessors (including associates), and associated staff involved in the provision of services.

3 Definitions

Complaint: A complaint refers to dissatisfaction with any aspect of ATI-Mirage's services, facilities, or staff. Examples include, but are not limited to:

- Difficulties or concerns with trainers or assessors.
- Issues with student administration or support.
- Concerns about marketing or provided information.
- Disputes regarding fees or finances.
- Welfare or safety concerns.
- Issues with training facilities or learning resources.
- Delays or errors in issuing Statements of Attainment or Certificates.
- Concerns about student progress.

Appeal: An appeal occurs when a student disagrees with an assessment result and requests a review. This includes dissatisfaction with:

- A mark for an assessment task (e.g., "not achieved").
- A final result for a unit of competency (e.g., "not yet competent").

- Outcomes related to Recognition of Prior Learning (RPL).
- Appeals must be lodged within 10 working days of receiving the result.

4 Procedure

4.1 Informal Resolution:

Wherever possible, students are encouraged to resolve concerns directly with the trainer or assessor before lodging a formal complaint.

4.2 Lodging a Formal Complaint or Appeal

An appeal occurs when a student disagrees with an assessment result and requests a review. This includes dissatisfaction with:

- Appeals involving assessment decisions will consider the assessor's credentials in accordance with ATI-Mirage's Credential Policy.
- If the issue is unresolved, the student may submit a detailed written complaint or appeal to the RTO Manager.
- Submissions can be made via the Complaints and Appeals Form available on the website.

4.3 Acknowledgment and Registration

All complaints and appeals are registered and acknowledged within two (2) working days.

4.4 Interviews and Investigations

- If an interview is required, it will be conducted professionally and efficiently to minimise stress or inconvenience.
- A detailed, confidential record of the interview will be maintained and validated by the interviewee.

4.5 Notification of Outcome

The complainant or appellant will be notified of the outcome in writing within 14 days of submission.

4.6 Escalation to an Independent Third Party

If the matter is unresolved, ATI-Mirage will consult with an independent third party, such as the Training Accreditation Council (TAC), the RTO regulator, to mediate and resolve the issue.

4.7 Extended Timeframes

If more than 60 calendar days are required to resolve the complaint or appeal, ATI-Mirage will notify the complainant or appellant in writing, providing reasons for the delay and regular updates on the progress.

5 Record Keeping and Continuous Improvement

- All complaints and appeals, along with their outcomes, are securely recorded. ATI-Mirage regularly reviews complaints and appeals to identify root causes and implements corrective actions to prevent recurrence.
- Complaints and appeals data are also used to assess risks to quality outcomes and inform self-assurance practices, including internal audits and staff development initiatives.
- All complaints and appeals, along with their outcomes, are securely recorded.
- ATI-Mirage regularly reviews complaints and appeals to identify root causes and implements corrective actions to prevent recurrence.

6 Commitment to Fairness and Improvement

ATI-Mirage ensures all concerns are addressed with the utmost respect, transparency, and professionalism. This policy reflects our commitment to fostering trust, ensuring quality, and continually enhancing the student experience.

7 Extended Record Retention

In accordance with the 2025 RTO Standards, ATI-Mirage will retain certification documentation and related complaints or appeals records for a minimum of 30 years.

8 Practice Guide Integration

ATI-Mirage staff are encouraged to refer to ASQA's Practice Guides to support consistent application of this policy and to enhance self-assurance practices.

9 Review and Continuous Improvement

This policy will be reviewed every 24 months or sooner as required to ensure it remains effective, up to date with legal requirements, and reflective of best practices.