

Australian Institute of Management and Technology

(AIMT)

Complaints and Appeals Policy and Procedure

1. PURPOSE

The Australian Institute of Management and Technology (AIMT) is committed to providing a fair, transparent, accessible and timely process for managing complaints and appeals. AIMT recognises that complaints and appeals provide valuable opportunities to improve the quality of its services, training and assessment practices while ensuring that students and other stakeholders are treated fairly, respectfully and in accordance with the principles of procedural fairness and natural justice.

This policy establishes the requirements and procedures for managing complaints and appeals relating to AIMT's operations, training, assessment, administration, staff, students, third-party service providers and other matters associated with the delivery of education and training.

AIMT is committed to resolving complaints and appeals as quickly as possible, maintaining confidentiality throughout the process and ensuring that no person is disadvantaged for making a genuine complaint or appeal.

This policy has been developed in accordance with the Standards for Registered Training Organisations (RTOs) 2025, the Education Services for Overseas Students (ESOS) Act 2000 (where applicable), the National Code of Practice for Providers of Education and Training to Overseas Students (where applicable), and other relevant legislative and regulatory requirements.

2. SCOPE

2A. DEFINITIONS

Complaint

A complaint is an expression of dissatisfaction regarding AIMT's training, assessment, services, staff, students, third-party providers, education agents or any aspect of AIMT's operations where a response or resolution is expected.

Appeal

An appeal is a formal request by a student or other stakeholder for a review of a decision made by AIMT where the person believes the decision was incorrect, unfair, inconsistent or not made in accordance with AIMT policies or regulatory requirements.

Complainant

A person who submits a complaint to AIMT.

Appellant

A person who submits an appeal requesting a review of a decision.

Respondent

A person or organisation against whom a complaint has been made.

Procedural Fairness

A process that ensures all parties are treated fairly, given an opportunity to present their case, and that decisions are made impartially based on available evidence.

Natural Justice

The principle that decisions affecting an individual must be made fairly, without bias and after providing all parties with an opportunity to be heard.

Support Person

A person chosen by the complainant or appellant to provide support during meetings or discussions. The support person may observe and provide support but will not normally speak on behalf of the complainant unless approved by AIMT.

Working Day

Any day on which AIMT is open for business, excluding weekends, public holidays and scheduled closure periods.

This policy applies to:

- All current students.
- Prospective students.
- Former students (where the complaint or appeal relates to matters arising during enrolment).
- Trainers and Assessors.
- Administration staff.
- Student Support Officers.
- Compliance personnel.
- Education agents.

- Third-party service providers.
- Contractors.
- Members of the public interacting with AIMT.

This policy applies to complaints and appeals relating to both academic and non-academic matters.

3. POLICY

AIMT is committed to resolving complaints and appeals in a manner that is:

- Fair.
- Accessible.
- Transparent.
- Timely.
- Confidential.
- Objective.
- Consistent.
- Free from victimisation or discrimination.

AIMT encourages individuals to raise concerns as early as possible to facilitate prompt and effective resolution.

Complaints and appeals will be managed in accordance with the principles of procedural fairness and natural justice.

A person making a complaint or appeal will not be disadvantaged, discriminated against or victimised because they have exercised their right to raise a genuine concern.

Where appropriate, AIMT will encourage informal resolution before a formal complaint or appeal is lodged. However, individuals retain the right to lodge a formal complaint or appeal at any stage where informal resolution is inappropriate or unsuccessful.

Complaints and appeals may relate to, but are not limited to:

- Training delivery.
- Assessment decisions.
- Assessment processes.
- Recognition of Prior Learning (RPL) decisions.
- Credit Transfer decisions.
- Student support services.
- Enrolment processes.
- Marketing and recruitment practices.
- Fees and charges.
- Refund decisions.
- Deferral, suspension or cancellation of enrolment.
- Student behaviour.
- Staff conduct.

- Bullying, discrimination or harassment.
- Privacy or confidentiality concerns.
- Education agents.
- Third-party service providers.
- Facilities and learning resources.
- Administrative decisions.
- Any other matter relating to AIMT's operations.

AIMT will acknowledge receipt of all formal complaints and appeals, investigate matters objectively, provide written outcomes and maintain appropriate records throughout the process.

Where a complaint or appeal identifies opportunities for improvement, AIMT will implement corrective actions through its Continuous Improvement System.

4. GUIDING PRINCIPLES

The following principles apply to all complaints and appeals managed by AIMT:

- Every individual has the right to raise a complaint or appeal without fear of disadvantage or retaliation.
- Complaints and appeals will be handled respectfully, professionally and confidentially.
- All parties will be given an opportunity to present relevant information before a decision is made.
- Decisions will be based on evidence and made by individuals who are impartial and have not been directly involved in the matter under review.
- Complainants and appellants may be accompanied by a support person during meetings.
- Complaints and appeals will be managed within reasonable and published timeframes.
- Students will continue to participate in their course during the complaints or appeals process wherever practicable, unless there is a legitimate health, safety or legal reason preventing continued participation.
- AIMT will maintain accurate records of all complaints, appeals, investigations and outcomes.
- Outcomes arising from complaints and appeals will be used to support continuous improvement of AIMT's services, systems and practices.

5. TYPES OF COMPLAINTS AND APPEALS

Complaints and appeals may relate to academic or non-academic matters.

5A. Academic Complaints and Appeals

Academic complaints and appeals may include, but are not limited to:

- Assessment decisions.
- Assessment processes.
- Assessment conditions.
- Recognition of Prior Learning (RPL) outcomes.
- Credit Transfer decisions.
- Trainer or Assessor conduct.

- Training delivery.
- Learning resources.
- Validation or moderation outcomes affecting students.
- Issuance of AQF Certification Documentation.
- Academic support services.

5B. Non-Academic Complaints and Appeals

Non-academic complaints and appeals may include, but are not limited to:

- Enrolment processes.
- Marketing and recruitment practices.
- Student support services.
- Refund decisions.
- Fees and charges.
- Deferral, suspension or cancellation of enrolment.
- Attendance monitoring.
- Behaviour of staff or students.
- Bullying, harassment or discrimination.
- Privacy and confidentiality.
- Facilities and equipment.
- Education Agents.
- Third-party service providers.
- Administrative decisions.
- Any other matter relating to AIMT's operations.

6. INFORMAL RESOLUTION

AIMT encourages individuals to resolve concerns informally wherever appropriate before lodging a formal complaint or appeal.

Informal resolution provides an opportunity to resolve issues quickly and collaboratively without the need for a formal investigation.

Individuals are encouraged to discuss concerns with the relevant Trainer, Assessor, Student Support Officer or Administration staff member as soon as practicable after the issue arises.

Where appropriate, AIMT staff will:

- Listen to the concern objectively.
- Clarify the issues raised.
- Provide information or explanations where appropriate.
- Seek to resolve the matter promptly and fairly.
- Maintain confidentiality throughout the process.
- Record significant informal discussions where appropriate.

Where the matter cannot be resolved informally, or where the complainant is dissatisfied with the outcome, a formal complaint or appeal may be submitted.

Serious matters involving allegations of misconduct, bullying, harassment, discrimination, fraud, criminal activity or breaches of legislation may proceed directly to the formal complaints process without requiring informal resolution.

7. FORMAL COMPLAINTS PROCEDURE

Where informal resolution is unsuccessful or inappropriate, a formal complaint may be lodged.

Formal complaints must:

- Be submitted in writing.
- Clearly describe the complaint.
- Include relevant supporting evidence where available.
- Identify the outcome being sought.
- Be submitted within a reasonable timeframe after the event giving rise to the complaint.

Complaints may be submitted by:

- Email.
- AIMT Complaint Form.
- Written correspondence.
- Other methods approved by AIMT.

Upon receipt of a formal complaint, AIMT will:

Stage 1 – Acknowledgement

- Acknowledge receipt of the complaint in writing within **five (5) working days**.
- Record the complaint in AIMT's Complaints Register.
- Allocate the complaint to an appropriate staff member for investigation.

Stage 2 – Investigation

The investigating officer will:

- Review all available information.
- Obtain additional evidence where required.
- Interview relevant parties where appropriate.
- Ensure procedural fairness is provided.
- Maintain confidentiality.
- Consider relevant legislation and AIMT policies.

Staff directly involved in the matter being investigated will not make the final decision regarding the complaint.

Stage 3 – Outcome

Following investigation, AIMT will provide the complainant with a written outcome that includes:

- Summary of the complaint.
- Investigation undertaken.
- Findings.
- Decision.
- Reasons for the decision.
- Any corrective actions.
- Information regarding appeal rights.

Where additional time is required due to the complexity of the complaint, AIMT will advise the complainant in writing of the reason for the delay and provide an estimated timeframe for completion.

8. INTERNAL APPEALS PROCEDURE

Students or other stakeholders who are dissatisfied with a decision made by AIMT may lodge an internal appeal.

Appeals should normally be submitted within **twenty (20) working days** of receiving the original decision, unless a shorter timeframe applies under a specific AIMT policy or the student's written agreement.

Appeals against a refund decision must be lodged within **fourteen (14) days** of receiving the refund decision, in accordance with the timeframe specified in AIMT's International Student Agreement and Refund Policy and Procedure.

Appeals must:

- Be submitted in writing.
- Clearly state the reasons for the appeal.
- Include any supporting evidence.
- Identify the outcome sought.

Grounds for appeal may include:

- Procedural fairness was not followed.
- Relevant evidence was not considered.
- New evidence has become available.
- The decision was inconsistent with AIMT policy.
- The decision was unreasonable based on the available evidence.

Upon receiving an appeal, AIMT will:

Stage 1 – Acknowledgement

- Acknowledge receipt within **five (5) working days**.

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- Record the appeal in the Appeals Register.

Stage 2 – Independent Review

The appeal will be reviewed by an appropriately authorised person who:

- Was not involved in the original decision.
- Has the appropriate knowledge and authority.
- Reviews all relevant documentation.
- May request additional information.
- May invite relevant parties to attend meetings where appropriate.

Stage 3 – Appeal Outcome

The appellant will receive a written decision including:

- Outcome of the appeal.
- Reasons for the decision.
- Any corrective actions.
- Information regarding external appeal options, where applicable.

9. EXTERNAL APPEALS

Where an appellant remains dissatisfied following completion of AIMT's internal complaints or appeals process, they may seek an independent external review.

AIMT will provide information regarding appropriate external review bodies relevant to the nature of the complaint or appeal.

Depending on the nature of the matter, external review bodies may include the Overseas Students Ombudsman (for matters relating to private registered providers and overseas students), the Australian Skills Quality Authority (ASQA), the relevant state or territory Fair Trading/Consumer Affairs body, or another external dispute resolution body as applicable.

Where required by legislation or regulatory requirements, AIMT will:

- Cooperate fully with external review bodies.
- Provide requested documentation.
- Implement recommendations where appropriate.
- Advise the complainant or appellant of actions taken.

Access to an external appeal does not remove the individual's right to seek assistance through other legal or regulatory avenues available under Australian law.

10. COMPLAINTS INVOLVING THIRD PARTIES

Where a complaint relates to the actions, services or conduct of an education agent, third-party provider, contractor or any other organisation acting on behalf of AIMT, the complaint will be managed in accordance with this Policy and Procedure.

AIMT will:

- Investigate complaints involving third parties objectively and fairly.
- Liaise with the relevant third party where appropriate.
- Ensure the complainant is kept informed throughout the process.
- Require third-party providers and education agents to cooperate with any investigation.
- Implement corrective actions where deficiencies are identified.
- Monitor the effectiveness of corrective actions.
- Record outcomes through AIMT's Continuous Improvement System.

Where a complaint identifies serious breaches of contractual obligations, legislation or regulatory requirements, AIMT may take appropriate action, including reviewing or terminating agreements with third-party providers or education agents.

11. RESPONSIBILITIES

CEO

The CEO is responsible for:

- Approving this Policy and Procedure.
- Ensuring adequate resources are available to effectively manage complaints and appeals.
- Promoting a culture of fairness, transparency and continuous improvement.
- Ensuring compliance with legislative and regulatory requirements.

Compliance Manager

The Compliance Manager is responsible for:

- Monitoring implementation of this Policy.
- Coordinating formal complaints and appeals where required.
- Maintaining the Complaints and Appeals Register.
- Monitoring compliance with legislative requirements.
- Reviewing trends and identifying opportunities for improvement.
- Reporting significant complaints and appeals to senior management.

Academic Manager / Training Manager

The Academic Manager or Training Manager is responsible for:

- Investigating academic complaints and appeals.
- Ensuring procedural fairness is maintained.
- Making decisions within delegated authority.

- Implementing approved corrective actions.
- Supporting continuous improvement activities.

Student Support Officer

The Student Support Officer is responsible for:

- Providing advice regarding the complaints and appeals process.
- Assisting students to understand AIMT's procedures.
- Referring students to appropriate support services.
- Providing information regarding external support where appropriate.

Trainers and Assessors

Trainers and Assessors are responsible for:

- Attempting informal resolution where appropriate.
- Referring unresolved matters through the formal process.
- Participating in investigations where required.
- Maintaining confidentiality.
- Implementing corrective actions where applicable.

Students

Students are responsible for:

- Raising concerns promptly.
- Providing accurate information and supporting evidence.
- Participating respectfully throughout the complaints or appeals process.
- Maintaining appropriate communication with AIMT.
- Complying with reasonable requests for information during investigations.

12. RECORD KEEPING

AIMT will maintain secure and confidential records relating to all complaints and appeals in accordance with its Records Management Policy and Privacy obligations.

Records may include:

- Complaint Forms.
- Appeal Forms.
- Correspondence.
- Investigation notes.
- Meeting records.
- Supporting evidence.
- Decisions and outcomes.

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- Corrective actions.
- Appeals Register.
- Continuous Improvement Register entries.
- External review correspondence.
- Evidence of implemented improvements.

Records will be retained in accordance with legislative, regulatory and organisational record retention requirements.

13. CONTINUOUS IMPROVEMENT

Complaints and appeals provide valuable information for improving AIMT's services, systems and practices.

Outcomes arising from complaints and appeals will be reviewed regularly to identify opportunities for continuous improvement.

Continuous improvement activities may include:

- Review of policies and procedures.
- Improvements to training and assessment practices.
- Staff professional development.
- Student support improvements.
- Administrative process improvements.
- Risk management activities.
- Internal audits.
- Review of third-party arrangements.
- Regulatory updates.

Improvement opportunities will be:

- Evaluated.
- Assigned to responsible personnel.
- Implemented within agreed timeframes.
- Monitored for effectiveness.
- Recorded within AIMT's Continuous Improvement Register.

14. RELATED DOCUMENTS

- Student Handbook
- Student Code of Conduct
- Assessment Policy and Procedure
- Attendance Policy and Procedure
- Course Progress Monitoring Policy and Procedure
- Student Support and Welfare Policy and Procedure
- Enrolment Policy and Procedure

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- Refund Policy and Procedure
- Deferral, Suspension and Cancellation Policy and Procedure
- Privacy Policy
- Records Management Policy
- Continuous Improvement Policy
- Education Agent Management Policy
- RPL Policy and Procedure
- Credit Transfer Policy and Procedure
- Complaints and Appeals Form
- Complaints and Appeals Register

15. LEGISLATIVE REFERENCES

This Policy should be read in conjunction with:

- Standards for Registered Training Organisations (RTOs) 2025.
- National Vocational Education and Training Regulator Act 2011.
- Education Services for Overseas Students Act 2000 (where applicable).
- ESOS Regulations.
- National Code of Practice for Providers of Education and Training to Overseas Students (where applicable).
- Australian Qualifications Framework (AQF).
- Privacy Act 1988.
- Copyright Act 1968.
- Competition and Consumer Act 2010.
- Fair Work Act 2009 (where applicable).
- Disability Discrimination Act 1992.
- Equal Opportunity and Anti-Discrimination legislation.
- Applicable Commonwealth, State and Territory legislation.
- Relevant Training Packages and Accredited Courses.

DOCUMENT CONTROL

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