



Complaints and Appeals Policy and Procedure

Australian Institute of Digital Technology Pty Ltd

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POLICY 9

Complaints and Appeals Policy and Procedure

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Policy Owner	CEO / Student Support Officer	Approved By	CEO
Applicable Legislation & Standards	Standards for RTOs 2025 (Standard 6); ESOS Act 2000; National Code 2018 (Standard 10); Privacy Act 1988 (Cth); Australian Consumer Law		

1. Purpose and Philosophy

This policy establishes AIDT's commitment to providing an accessible, fair, transparent, and timely complaints and appeals process for all students, staff, and other persons who have a genuine concern about AIDT's operations, decisions, or services. The policy meets Standard 6 of the Standards for RTOs 2025 and Standard 10 of the National Code 2018, and it reflects AIDT's deeper conviction that an organisation that handles complaints well is a better organisation.

AIDT's philosophy on complaints is straightforward: a student who raises a complaint has told AIDT something important. They have identified a problem that AIDT may not have known about — a training delivery failure, a welfare gap, an administrative error, an assessment inconsistency — and they have done so at personal cost and with some personal risk. That deserves a genuine, professional, and respectful response. Every AIDT staff member who handles complaints is expected to approach them with curiosity and honesty, not defensiveness.

The principles of natural justice and procedural fairness underpin every stage of this process. Natural justice means that everyone affected by a decision has the right to know what is alleged against them and to respond before a decision is made. Procedural fairness means that the process itself is fair — the decision-maker is unbiased, the process is transparent, and decisions are communicated with reasons. These are not aspirational standards; they are minimum requirements for every formal complaint and appeal conducted under this policy.

2. Rights of Complainants and Appellants

The following rights are guaranteed to every person who uses AIDT's complaints and appeals process. These rights apply regardless of the nature of the complaint, the seniority of any person named in the complaint, or any history of prior complaints:

- The right to access the process at no cost.
- The right to be treated with dignity and respect throughout the process, and not to be victimised, disadvantaged, or subjected to adverse treatment as a result of making or supporting a complaint.
- The right to present their case in full — including written statements, supporting documents, and witness accounts — and to have all of this material genuinely considered.



- The right to have a support person (friend, family member, fellow student, or external advocate) present at any meeting that forms part of the process.
- The right to an investigation conducted by a person who is independent of the subject matter and not the person against whom the complaint has been made.
- The right to receive a written decision with clear, specific reasons that address the evidence and the applicable policy framework.
- The right to appeal any internal decision, and to access external review bodies if the internal process does not produce a satisfactory outcome.
- Where the complaint relates to AIDT's decision to report or potentially report the student to DHA, the right to have their enrolment maintained throughout the internal complaints process and throughout any subsequent external review, until the external review concludes.

3. What Can Be Raised Through This Process

AIDT's complaints and appeals process is available for any concern about any aspect of AIDT's services, decisions, or conduct. There is no minimum threshold of seriousness — any genuine concern can be raised. Common categories include: assessment results and academic decisions; admissions and enrolment decisions; course progress determinations and warning letters; fee and refund decisions; training quality and trainer conduct; student welfare and support failures; course variation decisions (deferral, LOA, transfer, cancellation); and conduct and behaviour of AIDT staff, contractors, or other students. An appeal is specifically a request for AIDT's decision to be reviewed — it challenges a decision already made, rather than raising a new concern about an ongoing situation.

4. Stage 1 — Informal Resolution

Before engaging the formal complaints process, AIDT encourages students and staff to attempt informal resolution where this is appropriate and where the student feels safe doing so. Many concerns — a misunderstanding about an assessment requirement, a scheduling confusion, a communication issue — can be resolved quickly through a direct and respectful conversation. The Student Support Officer is available to facilitate this conversation if the student does not feel comfortable approaching the relevant staff member directly.

Informal resolution is not appropriate where: the matter involves sexual harassment, physical assault, criminal conduct, or an immediate safety risk; the student has reason to fear adverse consequences from direct engagement; or the matter is of a seriousness that warrants formal investigation and a documented outcome from the outset. In all these cases, Stage 2 is initiated immediately without an expectation of informal resolution first.

Where informal resolution is attempted, the Student Support Officer documents the outcome in a brief file note regardless of whether the concern was resolved. If a concern raised informally is not resolved within 2 business days, the student is advised of their right to initiate Stage 2.



5. Stage 2 — Formal Complaint

Where informal resolution has not resolved the concern, or where the student prefers to use the formal process from the outset, the student submits a formal complaint using AIDT's Formal Complaint Form (AIDT-FORM-070), available at www.aidt.edu.au/forms-and-policies and from reception. The form asks the student to describe the nature of their concern, the relevant dates and people involved, any prior attempts to resolve the matter, the outcome they are seeking, and any supporting documentation they wish to provide. AIDT does not require the student to identify specific legal provisions or policy clauses — the Investigating Officer's role is to identify the relevant framework.

1	Student submits the completed Formal Complaint Form to support@aidt.edu.au or in person to reception, Level 1, 377 Lonsdale Street. AIDT date-stamps all complaints received and enters them in the Complaints and Appeals Register.
2	AIDT sends a written acknowledgement within 2 business days confirming: receipt; the name of the Investigating Officer; the expected timeline; and the student's right to a support person.
3	The Investigating Officer — a senior staff member with no involvement in the subject matter — reviews the complaint and all supporting documents. Where the complaint names a specific staff member, that staff member is not informed of the complaint's content beyond what the investigation process requires, and is not involved in the investigation.
4	The Investigating Officer conducts the investigation: this may include reviewing AIDT's documentation and records; interviewing the complainant; informing the respondent (if any) of the nature of the allegations and giving them the opportunity to respond; interviewing relevant witnesses; and reviewing applicable policies, procedures, and regulatory standards. Every interview is documented.
5	The Investigating Officer prepares a written Investigation Report setting out: the complaint as described by the student; a summary of the evidence gathered; findings of fact; analysis of whether the evidence supports a finding that AIDT's actions or omissions fell short of its obligations; and a recommended outcome with reasoning.
6	The CEO reviews the Investigation Report and makes the final decision. The CEO documents their reasoning — particularly where they depart from the Investigating Officer's recommendation.
7	AIDT communicates the outcome to the student in writing within 10 business days of receiving the formal complaint. The written decision includes: findings; reasoning; any corrective actions AIDT will take; and information about the right to seek internal appeal at Stage 3 within 10 working days.

6. Stage 3 — Internal Appeal

The student may lodge a written appeal within 10 working days of receiving the Stage 2 outcome. The appeal must specify the ground(s): new evidence that could not reasonably have been provided at Stage 2; a material procedural error in the Stage 2 investigation; or a finding that is clearly inconsistent with AIDT's policies, the Standards



for RTOs, or the National Code. General dissatisfaction with the outcome is not, by itself, sufficient grounds for appeal — the appellate process tests whether the process was fair and the decision was reasonable, not whether the appellant would have preferred a different result.

The appeal is conducted by the CEO (or, where the CEO was the Stage 2 decision-maker, by an independent external reviewer engaged by AIDT at AIDT's cost). The appellate decision is provided in writing within 10 business days of receiving the appeal, with full reasons. The decision is AIDT's final internal determination. The student is advised of their external review rights alongside notification of this outcome.

7. Stage 4 — External Review Bodies

Where the student has exhausted AIDT's internal process and remains dissatisfied, they have the right to access independent external review. AIDT does not restrict, discourage, charge for, or obstruct access to external review. AIDT commits to cooperating fully with any external review body and to implementing any external recommendation promptly, in writing, with notification to the student of the action taken.

Overseas Students Ombudsman (OSO)	Primary external review body for complaints by international students against private CRICOS providers. Free, independent, and confidential. The OSO can make recommendations that AIDT is committed to implementing. Phone: 1300 362 072 www.ombudsman.gov.au/oso
Australian Skills Quality Authority (ASQA)	Regulatory complaints about training quality or RTO compliance. ASQA uses complaints as regulatory intelligence. Phone: 1300 701 801 www.asqa.gov.au/complaints
National Training Complaints Hotline	Referral service to the appropriate state or national authority. Phone: 13 38 73 (Mon–Fri 8am–6pm)
Victorian Equal Opportunity & Human Rights Commission	Discrimination and harassment complaints. Phone: 1300 292 153 www.humanrightscommission.vic.gov.au
Australian Human Rights Commission	Federal discrimination complaints. Phone: 1300 656 419 www.humanrights.gov.au
Consumer Affairs Victoria	Fee, contract, and consumer rights disputes. Phone: 1300 558 181 www.consumer.vic.gov.au

AIDT notifies every student whose internal complaint or appeal is unsuccessful — at the time of communicating that outcome — of their right to access external review and provides the contact details above. Nothing in AIDT's complaints and appeals process limits a student's rights under the Australian Consumer Law or any other applicable legislation.

8. Records and Continuous Improvement

AIDT maintains a Complaints and Appeals Register (AIDT-REG-003) recording every formal complaint and appeal received. The Register is reviewed by the CEO at the end of each term and forms part of the Annual Self-Assurance Review (AIDT-POL-019).



Recurring complaint categories, patterns involving particular units or staff, or trends in assessment appeals are reviewed and addressed through the Continuous Improvement Register.