

NTHA Training Complaints and Appeals Policy and Procedure



Purpose and Scope:

The purpose of this policy is to provide a clear and transparent policy that enables students and relevant parties to:

- appeal decisions made by NTHA Training relating to academic and non-academic matters they believe are unfair or incorrect, and
- freely raise complaints regarding the course or services provided by NTHA Training, stakeholders, and third parties providing who provide services on behalf of NTHA Training.

The policy applies to all staff, representatives, students and relevant stakeholders who are required to act in accordance with this policy and procedure.

No student will be disadvantaged for lodging an appeal or complaint.

This policy ensures appeals and complaints are handled fairly, equitably and confidentially, in compliance with the Standards for Registered Training Organisations (RTOs) 2025.

Appeals procedure:

Step 1: Lodging an appeal –

- Appeals can be lodged in writing within two (2) weeks of the decision you are appealing and emailed to info@ntha.edu.au with the subject line “Formal Appeal”
- Appeals can also be made by calling 1800 822 621 Monday to Friday, between the hours of 8am and 4pm (QLD time).

Step 2: Acknowledgement –

- Appeals are acknowledged within **five (5) working days** of receipt.

Step 3: Independent review –

- An independent reviewer (someone not involved in the original decision) is appointed.
- Relevant evidence is reviewed, and you may be invited to discuss the appeal in more detail.

Note: all parties are afforded natural justice. All appeals are managed confidentially and transparently.

Step 4: Decision and notification –

- Appeal outcomes and reasons are provided in writing.
- Appeals are normally finalised within **fourteen (14) working days**, unless the matter is complex.
- Where more than **sixty (60) calendar days** is required, the appellant is informed in writing with reasons, progress and outcomes.

Note: Matters may be escalated to external bodies if unresolved internally.

Step 5: External appeal options –

- If unresolved, we support your right to seek independent review e.g. approaching Queensland Training Ombudsman or the Office of Fair Trading.

Note: any costs involved will be payable by the student and **not** NTHA Training.

Appeals and outcomes are recorded on the NTHA Training Continuous Improvement Register which inform continuous improvement activities and are also saved to the student file on the NTHA Training Student Management System (where applicable).

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Complaints procedure:

Step 1: Informal resolution (Grievance) –

- Where appropriate, you are encouraged to raise the issue directly with the person involved.
- The aim is to resolve issues quickly through discussion and mutual agreement.
- If unresolved, the matter may be escalated from a grievance to a complaint
- If the grievance is escalated to a complaint the following process will be followed.

Step 2: Lodging a complaint –

- Complaints must be submitted in writing to info@ntha.edu.au with the subject line “Formal Complaint”
- Upload any evidence or documentation that supports your complaint.

Step 3: Acknowledgement –

- Complaints are acknowledged within **five (5) working days** of receipt.

Step 4: Investigation and resolution –

- A representative independent of the matter will investigate the complaint.
- Your complaint will be thoroughly assessed and managed transparently, confidentially and impartially.
- High-risk complaints (e.g. sexual harassment, discrimination, bullying) are escalated to NTHA Training Management and/or external authorities where appropriate.
- Outcomes will be determined fairly and in accordance with natural justice.
- A record of the steps that were taken, any communications exchanged, and actions linked to the issue, will be retained.

Step 5: Decision and notification –

- A resolution to the complaint will be provided in writing.
- Complaints are normally resolved within **fourteen (14) working days**; where this is not possible, regular updates will be provided.
- Where more than **sixty (60) calendar days** is required, the complainant is informed in writing with reasons, progress and outcomes.

Step 6: External appeal options –

- If unresolved, we support your right to seek independent review e.g. approaching Queensland Training Ombudsman or the Australian Skills Qualification Authority (ASQA).

Note: any costs involved will be payable by the student and **not** NTHA Training

Complaints are recorded on the NTHA Training Continuous Improvement Register which inform continuous improvement activities and assist with identifying trends. Complaints are also saved to the NTHA Training Student Management System and on One Drive.

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Definitions:

Grievance – an expression of dissatisfaction that may be addressed informally without investigation. If unresolved, it may be escalated to a complaint.

Natural Justice – is ensuring procedural fairness, including impartiality decision-making, the right to be heard, informed decision-making and clear communication of outcomes.

Complaint – an expression of dissatisfaction requiring review, investigation and action by NTHA Training. A complaint may relate to:

- Training programs, content, delivery or resources
- Administrative or customer service issues
- Assessment, feedback, enrolment or learning environment
- Student support services and communication
- Access and equity, discrimination or harassment
- Work health and safety concerns.

Appeal – a request to review a decision made by NTHA Training. Appeals may relate to:

- Assessment or feedback outcomes
- Recognition of Prior Learning (RPL) decisions
- Academic misconduct or plagiarism penalties
- Misconduct and breach of code of conduct decisions
- Refund decisions
- Course extension decisions