



COMPLAINTS AND APPEALS POLICY

PURPOSE

The purpose of this policy is to ensure that all complaints and appeals raised by students, personnel, industry partners, or other stakeholders are managed fairly, transparently, and consistently. Go Educate Institute is committed to promoting a culture of integrity, accountability, and continuous improvement. This policy ensures that all complaints are handled professionally and confidentially, that appeals relating to decisions made by the organisation are reviewed in accordance with the principles of natural justice so that all parties are treated equitably.

This policy applies to all appeals relating to decisions made by the organisation, including but not limited to:

- Application outcomes.
- Assessment outcomes.
- Disciplinary actions.
- Complaints resolution outcomes.

The organisation is committed to providing a safe, supportive, and high-quality environment for all stakeholders. All complaints and appeals will be managed professionally, promptly, and with full respect for confidentiality. Both complaints and respondents will be treated fairly and respectfully, informed of their rights and responsibilities, and provided with the opportunity to present their case.

RATIONALE

Go Educate Institute ensures that all students, personnel, and stakeholders are fully informed of the organisation's complaints and appeals processes through multiple accessible and transparent communication channels. Information about both processes is clearly outlined in the Go Educate Institute Student Handbook, the organisation's website, and enrolment materials. Third-party providers are also required to advise prospective students of these processes as part of their pre-enrolment information. During student orientation and staff onboarding, the complaints and appeals processes are explained in detail to promote awareness and understanding. Ongoing reminders, digital communications, posters, and other informational materials ensure that all stakeholders continue to have easy access to this information.

Go Educate Institute's complaints and appeals management systems are designed to uphold principles of fairness, timeliness, transparency, and effectiveness. All complaints and appeals are handled by impartial personnel who are not involved in the original decision or matter under review, ensuring that every issue is dealt with without bias. Complainants and appellants are provided with the opportunity to present their case fully and without fear of disadvantage or repercussions. The organisation uses a structured triage process to prioritise cases based on their urgency and complexity, allowing timely acknowledgement, regular progress updates, and a clear resolution pathway. All decisions are merit-based, supported by clear communication, and guided by the principles of procedural fairness and natural justice. Accountability is maintained through the use of a Complaints Register and Appeals Register, which ensures consistent documentation and transparent tracking of all matters raised.

The outcomes of both complaints and appeals are systematically reviewed and analysed to identify trends, recurring issues, and opportunities for improvement. Substantiated complaints and upheld appeals lead to documented corrective actions, which are recorded in the Continuous Improvement



Register. These outcomes may trigger updates to relevant policies, procedures, or organisational practices to prevent recurrence and improve service quality. Regular audits of the complaints and appeals processes are conducted to evaluate their effectiveness, ensure alignment with best practice standards, and identify areas requiring refinement. Insights gained from complaints and appeals also inform strategic planning, risk management, and resource allocation, contributing to Go Educate Institute's ongoing commitment to continuous improvement and high-quality outcomes for all stakeholders.

POLICY PRINCIPLES

Complaints and Appeals Policy:

Go Educate Institute's complaints and appeals process reflects the following principles:

Commitment	The organisation is actively committed to defining and implementing a complaints-handling process.
Capacity	Sufficient resources are made available for and committed to complaints handling and are managed effectively and efficiently.
Transparency	The complaints-handling process is communicated to customers, personnel and other relevant interested parties. Individual complainants are provided with adequate information about the handling of their complaint.
Accessibility	<p>The complaints-handling process is easily accessible to all complainants. Information is made available on the details of making and resolving complaints. The complaints-handling process and supporting information is easy to understand and use. The information is in clear language.</p> <p>Information and assistance in making a complaint is made available, in whatever languages or formats that services are offered or provided in, including alternative formats, such as large print, Braille, or audiotape where requested, so that no complainants are disadvantaged.</p>
Responsiveness	The organisation addresses the needs and expectations of customers with respect to complaints handling.
Objectivity	Each complaint is addressed in an equitable, objective and unbiased manner through the complaints-handling process. Please refer to the principles of objectivity below for further information.
Charges	Access to the complaints-handling process is free of charge to the complainant.
Information integrity	The organisation ensures that the information about its complaints handling is accurate and not misleading, and that data collected are relevant, correct, complete, meaningful and useful.



Confidentiality	Personally identifiable information concerning the complainant is available where needed, but only for the purposes of addressing the complaint within the organisation and is actively protected from disclosure, unless the customer or complainant expressly consents to its disclosure or disclosure is required by law.
Customer-focused approach	The organisation adopts a customer-focused approach with respect to handling complaints and is open to feedback.
Accountability	The organisation has established and maintains accountability for, and reporting on, the decisions and actions with respect to complaints handling.
Improvement	Increased effectiveness and efficiency of the complaints-handling process is a permanent objective of the organisation.
Competence	Organisation personnel have the personal attributes, skills, training, education and experience necessary to handle complaints.
Timeliness	Complaints are handled as expeditiously as feasible given the nature of the complaint and of the process used.

Complaints Process

Go Educate Institute's complaint process is free, and easily available, to manage and respond to allegations involving the conduct of:

- Go Educate Institute, its trainers, assessors or other personnel, or
- A Go Educate Institute contracted third party providing services of Go Educate Institute, including the third-party representatives' trainers, assessors or other personnel, or
- A student of Go Educate Institute.

Objectivity

Go Educate Institute is committed to the principles for objectivity in the complaints and appeals-handling process.

Openness	Well publicised, accessible, and understood by those involved in a complaint. The process is clear and well publicised so that both personnel and complainants can follow.
Impartiality	Avoiding any bias in dealing with the complainant, the person complained against, or the organisation. The process is designed to protect the person complained against from any biased treatment. Emphasis is placed on solving the problem and not on assigning blame. If a complaint is made about personnel, the investigation is carried out independently.
Confidentiality	The process is designed to protect the complainant's and customer's identity, as far as is reasonably possible. This aspect is very important to avoid deterring possible complaints from people who might be afraid that giving details could lead to inconvenience or discrimination.



Accessibility	<p>The organisations allow the complainant access to the complaints-handling process at any reasonable point or time. Information about the complaints process is readily available in clear language and in formats accessible to all complainants.</p> <p>When a complaint affects different supply chain participants, a plan to coordinate a joint response is made. The process allows any information arising from the complaints to be known by any suppliers of the organisation that are concerned by the complaint so that they are able to make improvements.</p>
Completeness	Finding out the relevant facts, talking to people from both sides involved in the complaint to establish a common ground, and verifying explanations, whenever possible.
Equitability	Giving equal treatment to all people.
Sensitivity	Each case is considered on its merits, paying due care to individual differences, and needs and expectations.

Objectivity for Personnel

Complaints-handling procedures ensure that those complained against are treated objectively. This includes:

- Informing them immediately and completely on any complaint about their performance.
- Giving them the opportunity to explain the circumstances and allowing them appropriate support.
- Keeping them informed of the progress in the investigation of the complaint and the result.

It is vital that those against whom a complaint has been made are given full details of the complaint before they are interviewed. However, confidentiality should be observed.

Go Educate Institute personnel are reassured that they are supported by the process. Personnel are encouraged to learn from the complaints-handling experience and to develop a better understanding of the complainant's perspectives.

The complaints-handling process ensures confidentiality in the case of complaints against personnel. The details of such complaints are known only by those directly concerned.

Consumer Protection Officer

At Go Educate Institute, the Training Manager will be appointed the Consumer Protection Officer. The Consumer Protection Officer will be the primary point of contact for all complaints and appeals. The Training Manager may delegate responsibility for the resolution of the complaint and appeal if necessary. Go Educate Institution will ensure that its staff and those acting on its behalf in accordance with the Go Educate Institution's Code of Conduct and Appeals Policy.

COMPLAINTS PROCESS APPROACH

Go Educate Institute is open to receiving feedback and complaints and ensures information about how to provide feedback and make complaints is publicly available and easily accessible, including via the Go Educate Institute **Student Handbook** and website. Where Go Educate Institute uses third parties to deliver services, the organisation ensures complaints information is also made available to prospective clients.



The organisation takes a best practice approach that:

- Fostering a receptive, blame-free culture that is open to feedback and improvement.
- Ensures there is no detriment to people who complain.
- Makes it easy and accessible for people to provide feedback and make complaints.

Students are supported to provide feedback and make complaints. Allowing students to easily engage with the personnel of Go Educate Institute about any concerns they have can stop minor issues becoming larger. There are a range of avenues through which complaints can be made. This includes in person made directly to Go Educate Institute representatives, via phone or in writing, including via email or Go Educate Institute website.

The organisation actively seeks to remove any barriers to making complaints and any fear of repercussions to the complainant.

Complaints are handled impartially, with respect for all parties involved, reflecting procedural fairness and natural justice.

Go Educate Institute personnel are well trained and supported to manage complaints, acknowledging promptly and providing timely responses.

Complaints are resolved without unnecessary delay. Go Educate Institute recognises that some complaints may require more urgent attention than others, and that some complaints may take longer to resolve than others. Go Educate Institute's process includes triaging complaints where needed.

The organisation communicates transparently with stakeholders about the expected timeframes for acknowledging, resolving and communicating the outcomes of complaints. In any situation where timeframes are not being met (because the complaint is taking longer to resolve than anticipated) Go Educate Institute maintains regular contact with the complainant including to explain any delays.

Go Educate Institute ensures the privacy of complainants, and the confidentiality of information included in a complaint.

Reflecting the principles of natural justice and procedural fairness, both the complainant(s) and the subject(s) of each complaint are given an opportunity to be heard and to provide relevant information before a decision is made.

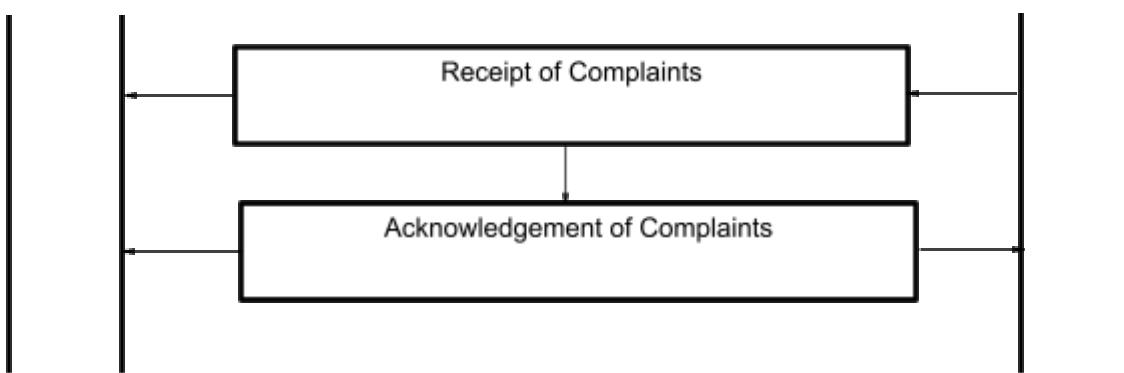
The Go Educate Institute Chief Executive Officer and Consumer Protection Officer has overall responsibility for managing complaints and communicating their value to the organisation. Go Educate Institute ensures:

- Personnel at all levels understand and comply with complaints management policies and procedures,
- Personnel have received appropriate guidance, training and support to handle complaints,
- Students are directed to the complaints process and supported to lodge complaints when they experience a problem or have an issue, and
- Personnel performance is monitored to ensure complaints are handled properly and appropriate remedies are provided.

Go Educate Institute maintains a student complainant's enrolment during any complaint process.

Complaint, Grievance and Dispute Resolution Procedure

Complaints Handling Flowchart

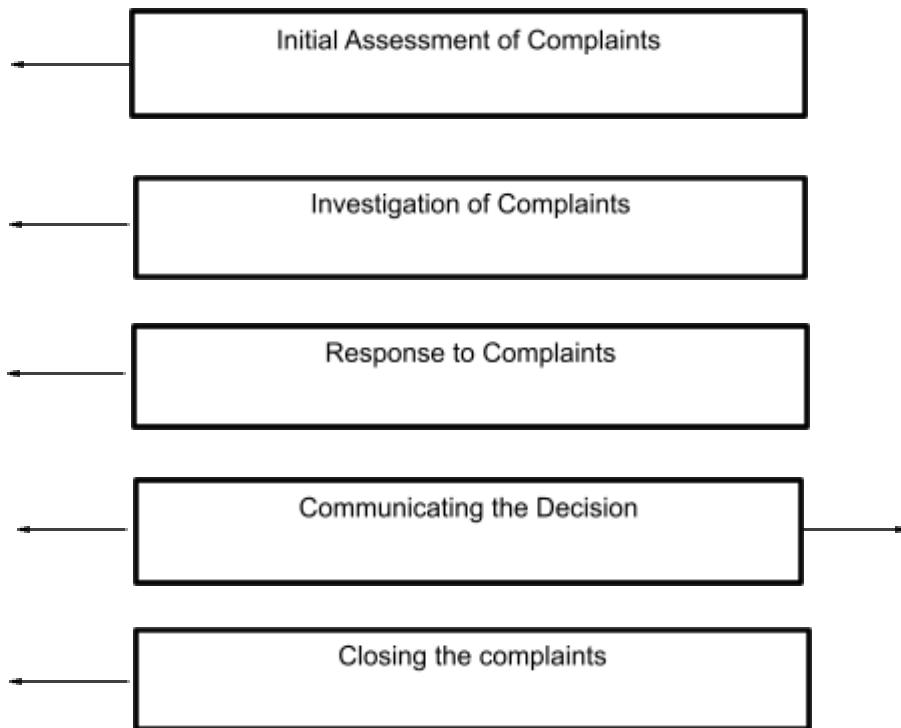




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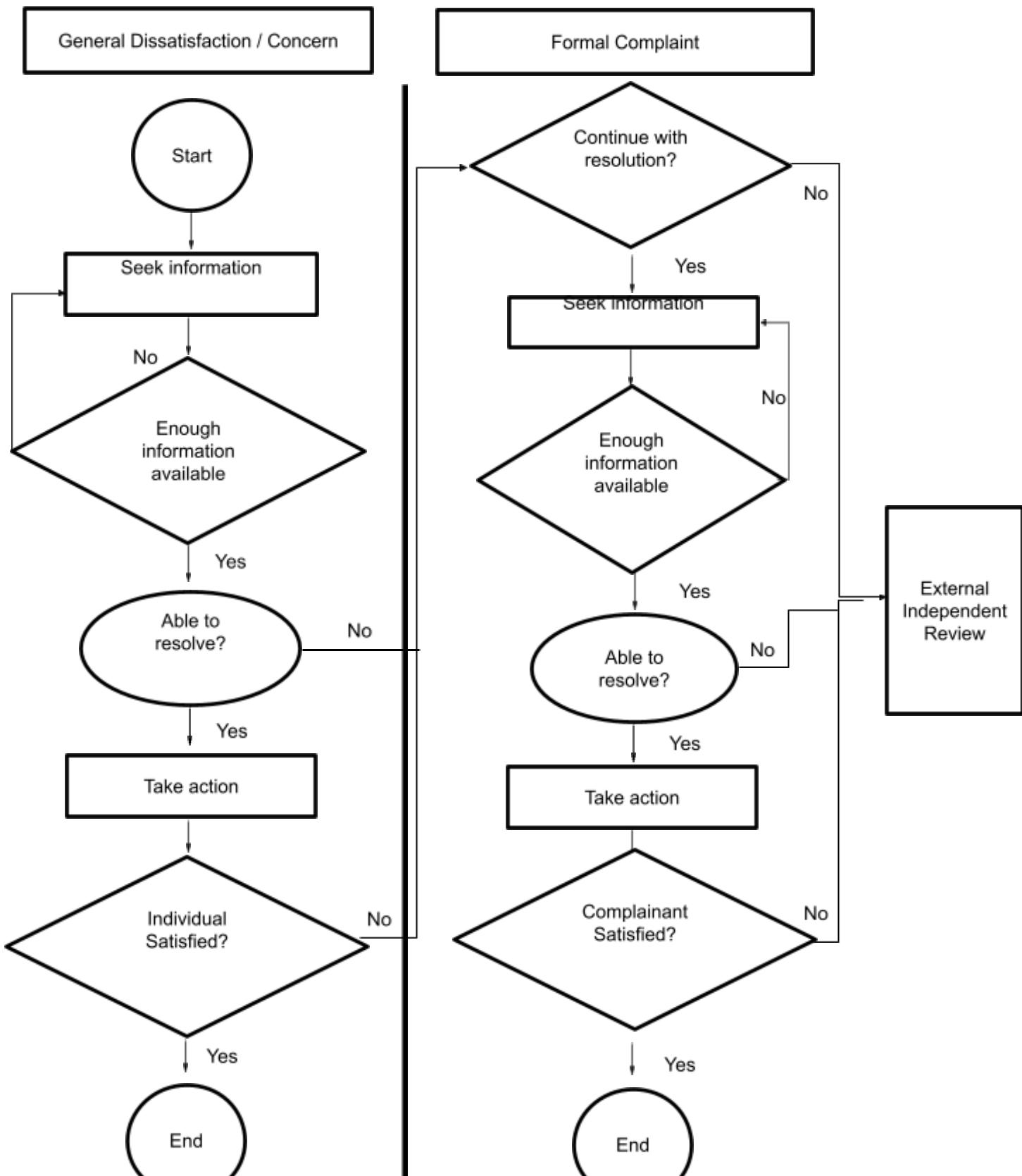
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Escalation Flowchart





The following complaints handling framework has therefore been implemented for any stakeholder raising a complaint or issue. This procedure applies to all complaints, including those about:

- Academic matters from students,
- Non-academic matters from students, and
- Non-academic matters from persons seeking to enrol with the Go Educate Institute in a VET course or unit of study.

No fees are applicable or levied to the student or other complainant for any stage of the complaints process.

1. In the first instance the complainant should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Go Educate Institute management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any stakeholder may submit a formal complaint to Go Educate Institute. Complaints information captured includes:
 - Submission date of complaint,
 - Name of complainant,
 - Details of the complaint,
 - Reason(s) for the complaint,
 - A description of the complaint and relevant supporting data,
 - Any other relevant information or attachments (if applicable),
 - Outcome(s) sought by the complainant
 - Immediate action taken (if any), and
 - The due date for a response.

All stages of the complaints process are documented. Complaints may be lodged via various channels including in-person via Go Educate Institute personnel, via telephone and via email.

All complaints are immediately recorded in the Go Educate Institute **Complaints Register**.

3. Go Educate Institute commences processing of complaints as soon as practicable and within two (2) business days of a complaint being made and finalises the outcome as soon as practicable, preferably on the first contact if the complaint is straightforward. Complaints are assessed on a risk-based approach to assign them priority, considering items such as severity, safety implication, complexity, impact, and the need and possibility of immediate action. Personnel are alert in particular to the needs of students who are vulnerable or require special assistance.

Simple complaints may be easily addressed by the personnel who has received the complaint.

More complex complaints are allocated to the Go Educate Institute Consumer Protection Officer in the first instance.

Serious complaints are immediately reported to the Go Educate Institute Chief Executive Officer, who may allocate alternate or additional resourcing to the investigation and processing of the complaint.

4. Go Educate Institute acknowledges receipt of complaints in writing immediately, as soon as practicable, and:
 - Arranges a suitable time if needed to discuss the complaint,



- Advises complainants of expected timeframes, and
- Gives complainants the contact details of the allocated contact person they can speak to about their complaint.

5. The Go Educate Institute Consumer Protection Officer investigates complaints or refers matters to appropriate Go Educate Institute personnel for investigation. In either case, investigations are expected to be resolved, and decisions made on the complaint as soon as practicable and within twenty (20) working days of the complaint being received in writing.

Complainants are given an opportunity to formally present their case at no cost and be accompanied and assisted by a support person at any relevant meetings.

An up-to-date status is made available to the complainant upon request and at regular intervals.

Decisions and outcomes of all complaints are merit-based decisions that consider all available evidence. Go Educate Institute ensures complaints are considered with an open mind and without bias arising from any past issues with the complainant.

Issues raised in complaints are analysed to determine cause(s) and the root cause evident.

6. Complainants are advised on the outcome of complaints in writing, including detailed reason(s) for the outcome, explanations for decisions and remedies where appropriate.

The organisation ensures appropriate responses to complaints are provided promptly, addressing the needs and expectations of complainants while aligning with organisational policies and legal obligations.

Responses are designed to resolve the complaint effectively and prevent recurrence where applicable.

Types of Responses

Depending on the nature and severity of the complaint, the organisation's responses may include, but are not limited to:

- Issuing refunds where justified.
- Conducting repairs or rework to address service/product issues.
- Offering substitute products or services.
- Delivering technical assistance to resolve specific concerns.
- Sharing information to clarify the issue and its resolution.
- Making referrals to relevant personnel, departments, or external parties.
- Offering other assistance as deemed necessary.
- Issuing an apology to acknowledge the organisation's responsibility.
- Offering a goodwill gift or token as a gesture of sincerity.
- Implementing changes to products, services, processes, policies, or procedures based on the complaint.

Implementation Considerations

The organisation will take into account the following when deciding on and implementing responses:

- Addressing all aspects of the complaint comprehensively to ensure resolution.



- Conducting follow-ups where appropriate to confirm complainant satisfaction and resolution effectiveness.
- Determining if it is suitable to extend remedies to others who might have been similarly affected but did not file formal complaints.
- Ensuring the level of authority required for approving various types of responses.
- Ensuring the dissemination of information about the response to relevant personnel for proper action and future prevention.

All approvals must be recorded in the **Complaints Register**, including the name and role of the approver.

If an approver is unavailable, the request should be escalated to the next level of authority.

This procedure ensures all responses are effectively authorised, documented, communicated effectively to the complainant, and aligned with the overall complaints-handling framework.

With this notification, all complainants receive information on how they can progress their complaint if still unhappy.

If a complainant is not satisfied with the outcome, they may appeal the decision.

Go Educate Institute securely maintain records of all details of the complaints process and retains evidence of all documentation relevant. Each complaint and its outcome is recorded via the **Complaints Register**. This register is located at on the Student Management System

Complaints Processing Delays

If at any stage Go Educate Institute considers more than twenty (20) working days are required to process and finalise a complaint, Go Educate Institute:

- Informs the complainant in writing, including reasons why more time is required, and
- Regularly updates the complainant on the progress of the matter.

Go Educate Institute retains records of all complaints and grievances for a period of at least ten (10) years, allowing parties to the complaint or grievance appropriate access to these records.

Complaints Key Contacts

If a complainant is not satisfied with the resolution of a complaint, they may seek further assistance from the following additional parties as relevant:

Organisation	Details
Australia Skills & Quality Authority (ASQA)	1300 701 801 www.asqa.gov.au
Overseas Students Ombudsman (OSO)	1300 362 072 www.ombudsman.gov.au



Organisation	Details
Skills ACT	www.act.gov.au/skills/home
NSW Department of Education & Training	https://www.nsw.gov.au/education-and-training/vocational
NT Department of Education and Training	https://education.nt.gov.au
QLD Department of Trade, Employment and Training	https://desbt.qld.gov.au
Skills South Australia	https://mytraining.skills.sa.gov.au
Skills Tasmania	www.skills.tas.gov.au
Victorian Department of Education & Training	www.skills.vic.gov.au
WA Department of Training and Workforce Development	https://www.wa.gov.au/organisation/department-of-training-and-workforce-development

APPEALS APPROACH

Go Educate Institute is committed to providing a fair and transparent appeals process that allows individuals to seek a review of decisions that directly affect them. All appeals are managed in a timely, impartial, and confidential manner.

Go Educate Institute's appeals process reflects the following key expectations:

- Right to appeal. All stakeholders have the right to lodge an appeal if they believe a decision was unfair or incorrect.
- Accessibility. The appeals process is easily accessible and user-friendly.
- Transparency and procedural fairness. Appeals are handled impartially, with a clear process and open communication at all stages.
- Timeliness. Appeals are acknowledged and resolved promptly, with clear timeframes communicated to all parties.
- Continuous improvement. Outcomes of appeals inform continuous improvement within the organisation.

Stakeholders are informed about avenues for appeal with information about how to make an appeal publicly available and easily accessible, including via the Go Educate Institute Student Handbook and website.

Grievances or issues not pertaining to decisions made by the organisation should be referred to Go Educate Institute's complaints process.



Grounds for an Appeal

Appeals may be considered valid and accepted for review under the following grounds:

- Procedural fairness or irregularity. Where it is believed that the original decision was made without following established procedures or policies, resulting in an unfair or biased outcome.
- New evidence. When new, relevant evidence becomes available that was not considered during the original decision-making process, and this evidence has the potential to affect the outcome.
- Incorrect or unjust application of policies or standards. If it is believed that the policies, procedures, or standards were incorrectly applied or interpreted, leading to an unjust decision.
- Bias or conflict of interest. If there is evidence of bias, discrimination, or a conflict of interest by the person(s) involved in making the original decision.
- Assessment outcome disputes. When a student believes that an assessment decision was unfair, inconsistent with assessment criteria, or not conducted in accordance with the organisation's assessment policies and standards.
- Severity of outcome or penalty. If the appellant believes the outcome or penalty applied was disproportionate, harsh, or unreasonable in relation to the situation.

These grounds ensure that appeals are raised on legitimate and substantive bases, supporting the organisation's commitment to fairness, transparency, and continuous improvement.

Go Educate Institute's appeals process is low cost, easily accessible and facilitates requests for a review of decisions, including assessment decisions, made by Go Educate Institute or a third party representative providing services on Go Educate Institute's behalf.

The appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Go Educate Institute, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Go Educate Institute maintains a student appellant's enrolment during any appeal process.

Go Educate Institute's process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made).

Appeal and Dispute Resolution Procedure

1. Before making a formal appeal, individuals are encouraged to discuss the matter with the relevant Go Educate Institute personnel in an effort to reach a shared understanding of the matter and agreement.

If a stakeholder is still unhappy, they may lodge a formal appeal in writing to Go Educate Institute Chief Executive Officer.

2. Any stakeholder may submit a formal appeal to Go Educate Institute about a decision. Appeals information captured includes:

- Submission date of appeal,
- Name of appellant,
- Nature of appeal,
- Date of the event / activity which lead to the appeal,
- A description of the appeal and relevant supporting data,
- Any other relevant information or attachments (if applicable),
- Outcome(s) sought,
- The due date for a response.



All stages of the appeals process are documented. Appeals may be lodged via various channels including in-person via Go Educate Institute personnel, via telephone and via email.

All appeals are immediately recorded in the Go Educate Institute Appeals Register.

3. Go Educate Institute commences processing of appeals as soon as practicable and within five (5) business days of an appeal being made and finalises the outcome as soon as practicable.

Appeals are allocated to the Go Educate Institute Chief Executive Officer, who may allocate alternate or additional resourcing to the investigation and processing of the appeal.

4. Go Educate Institute acknowledges receipt of appeals in writing immediately, as soon as practical, and:

- Arranges a suitable time if needed to discuss the appeal,
- Advises appellants of expected timeframes, and
- Gives appellants the contact details of the allocated contact person they can speak to about their appeal.

An up-to-date status is made available to the appellant upon request and at regular intervals.

5. Appeal investigations are expected to be resolved, and decisions made on the appeal as soon as practical and within twenty (20) working days of the appeal being received in writing.

Appellants are given an opportunity to formally present their case at no cost and be accompanied and assisted by a support person at any relevant meetings.

Decisions and outcomes of all appeals are merit-based decisions that consider all available evidence. Go Educate Institute ensures appeals are considered with an open mind and without bias arising from any past issues with the appellant.

Issues raised in appeals are analysed to determine cause(s) and the root cause evident.

6. Appellants are advised of the outcome of the appeal in writing, including detailed reasons for the outcome. With this notification, appellants also receive information on how they can progress their appeal if still unhappy.

7. If an appellant, on receiving written advice on the initial appeal, is still unhappy they may escalate the appeal to the Go Educate Institute Chief Executive Officer for independent external review. Escalated appeals are to include the following information:

- Submission date of appeal,
- Name of appellant,
- Nature of appeal,
- Reasons why the appellant is not satisfied with the outcome of the original appeal, and
- Any other relevant information or attachments (if applicable).

8. Go Educate Institute Chief Executive Officer acknowledges receipt of escalated appeals in writing as soon as possible and within five (5) working days of receipt of the appeal.



The Chief Executive Officer refers the matter to an external dispute resolution process by a body appointed for this purpose by Go Educate Institute.

Go Educate Institute gives due consideration to any recommendations arising from the external review within ten (10) working days of the receipt of the recommendations, including implementing the decision(s) or recommendation(s) and/or taking the preventive or corrective action(s) required by the decision and advises the appellant of that action in writing.

Investigations are expected to be resolved, and decisions made on the appeal as soon as practical and within twenty (20) working days of the escalated appeal being received in writing.

Appellants are advised on the outcome of appeals in writing, including detailed reason(s) for the outcome, explanations for decisions and remedies where appropriate.

Go Educate Institute securely maintains records of all details of the appeals process and retains evidence of all documentation relevant. Each appeal and its outcome is recorded via the Appeals Register. This register is located on the Student Management System.

Appeals Processing Delays

If at any stage Go Educate Institute considers more than twenty (20) working days are required to process and finalise an appeal, Go Educate Institute:

- Informs the appellant in writing, including reasons why more time is required, and
- Regularly updates the appellant on the progress of the matter.

Go Educate Institute retains records of all appeals for a period of at least ten (10) years, allowing parties to the appeal

IMPROVEMENT ACTIONS

Go Educate Institute is committed to taking appropriate action in any case where a complaint or appeal is substantiated or upheld. In such cases, Go Educate Institute endeavours to identify the root cause of the issue and implement measures to prevent a recurrence. All improvement actions arising from complaints or appeals are documented via an Improvement Record, and the organisation maintains a Continuous Improvement Register to record the receipt and management of these records.

Go Educate Institute regularly analyses complaints and appeals to identify trends, recurring issues, and opportunities for further improvement. These measures ensure that complaints and appeals are managed consistently, transparently, and in alignment with the organisation's commitment to continuous improvement.



VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
23/09/2021	Document creation	360RTO Solutions	v. 1.0	7/03/2023	06/03/2024
02/04/2025	Updated CRICOS Number in header and updated footer	Go Educate	v1.1	02/04/2025	02/04/2025
12/05/2025	Updated and amended Complaints and Appeals policy to better reflect the 2025 Standards for RTOs. This include: <ul style="list-style-type: none">- More emphasis on complaint procedure (complaint handling flowchart)- Introduction of the fourteen (14) principles of complaints and appeals process.- Complaints register and appeals register has been separated and monitored on the student management system.	Go Educate	v 2	01/07/2025	01/07/2026

RTO INFORMATION

Document Name	Complaints and Appeals Policy v 2
RTO/Company Name	Go Educate Institution
RTO Code	45980
Manager	Training Manager