
Complaints and Appeals Procedure

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1 DEFINITIONS AND ABBREVIATIONS

Nil	

2 REFERENCED DOCUMENT LISTING

Nil	

3 PURPOSE

The purpose of this procedure is to ensure that they provide a complaints and appeals avenue to participants and to meet the Standards for RTOs 2015.

4 SCOPE

This procedure applies to all Bright Pty Ltd (BG) workers and subsidiaries both on-site and in the Bright Education Centre.

5 PROCEDURE STATEMENT

Bright Education, as an RTO has a complaints and appeals policy specific to its RTO operations. The Manager of the RTO is ultimately responsible for ensuring that the RTO complies with the standards for RTOs. This includes the complaints and appeals policy and procedures.

A complaint can be made to the RTO regarding the conduct of:

- The RTO, its trainers, assessors or other RTO staff.
- Other learners of the RTO.
- Any third parties providing services on behalf of the RTO (if relevant).
- Complaints may be made to any member of staff.

An appeal can be made to the RTO to request a review of a decision, including assessment decisions. Appeals should be made to the trainer/assessor in the first instance but can also be made to the RTO’s Manager. Bright Education will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.

All complaints and appeals are heard and resolved within 60 calendar days of receipt.

If the RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.

The RTO will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken, and decisions made.



The RTO will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

6 COMPLAINTS AND APPEALS PROCEDURES

If a complaint relates to a report about harm or safety, refer to RTO's learner's handbook.

On receipt of a verbal complaint:

- Resolve the complaint if possible, documenting the complaint, its cause, actions taken, and decisions made in the secure Complaints and Appeals Register.
- If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.
- To put a complaint/appeal in writing, advise the complainant/appellant that:
- They may use the support of a third party in progressing the complaint/appeal.
- They can either put the complaint/appeal in writing themselves using the form available at [insert file location] or a WAST Staff member can make a written record for the individual to sign.

In this case:

- Note whether the complainant/appellant wants the support of a third party.
- Ensure the complainant signs and dates the form.
- Identify yourself, and your role within the RTO.
- Sign and date the form yourself.

On receipt of a written complaint/appeal:

If the complaint/appeal is not in relation to the RTO Manager:

- Forward it to the RTO Manager.
- Enter it into the secure Complaints and Appeals Register.

If the complaint is in relation to the RTO Manager:

- Forward it to the General Manager.
- Enter it into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.

The General Manager is to send a prompt written acknowledgment to the complainant as appropriate.

7 TO RESOLVE THE COMPLAINT/APPEAL

- The RTO/General Manager and one other appropriate staff member is to discuss the issue/s with the staff member to whom the complaint/appeal was made.
- Give the complainant/appellant an opportunity to present their case (they may be accompanied by other people as support or as representation).
- Give the relevant staff member, third party or student (as applicable) an opportunity to present their case. They also may be accompanied by other people as support or as representation.
- If necessary, convene an independent panel, the Complaints and Appeals Committee, to hear the complaint/appeal.

The committee must not have had previous involvement with the complaint/appeal and must include:



- A representative of the General Manager.
- One or more representative/s of the teaching staff.
- An independent person.

8 DEALING WITH THE ISSUE/S.

- Communicate the outcome/decision to all parties in writing within 60 days of receipt of the complaint/appeal
- Document the complaint/appeal — including the cause, actions taken, and decisions made — in the appropriate secure Complaints and Appeals Register.
- If the complaint/appeal is not finalised within 60 calendar days of its receipt, inform the complainant/appellant of the reasons in writing and regularly update them on the progress of the matter.
- If the procedures fail to resolve the issue/s, the complainant/appellant may have the outcome reviewed (on request) by an appropriate party independent of the RTO.
- If the complainant is still not satisfied, the RTO/General Manager will refer them to the appropriate third-party body depending on the nature of the complaint.

The RTO will undertake a continuous improvement process that includes:

- Reviewing the details in the Complaints and Appeals Register.
- Reviewing the complaints and appeals policy and procedures.
- Taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

9 INFORMATION ON WEBSITE

Bright Education includes the following information on the public website:

The RTO has a complaints and appeals policy/procedure specific to the RTO operations.

A complaint can be made to Bright Education regarding the conduct of:

- The RTO, its trainers, assessors or other colleges RTO staff.
- Other Students of the RTO.
- Third parties providing services on behalf of the Bright Education.

An appeal can be made to WAST to request a review of a decision, including assessment decisions.

Bright Education will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal.

If Bright Education considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter. If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested. Complaints or appeals should be directed to the RTO Manager via email info@breighteducation.com

