

# Feedback, Complaints and Appeals Policy

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At National Joblink, we value your input and want to make sure your experience is fair, supportive, and positive. You have the right to provide feedback, make a complaint, or appeal a decision—and we are committed to handling all matters respectfully, confidentially, and in a timely way.

We have clear processes in place for:

- Providing feedback
- Making a complaint
- Requesting a review or appeal of a decision
- Seeking support from external organisations if needed

## Providing Feedback

Your feedback is one of the most important tools we have for improving the quality of training and support services at National Joblink.

We encourage you to share your thoughts at any time—whether it's something positive you'd like us to continue, or something you think we could do better. You don't have to wait for a formal survey; your feedback is welcome throughout your course.

## Why your feedback matters:

- It helps us understand how well we're meeting student needs
- It highlights areas where our training, assessment or support services can be improved
- It informs decisions about course design, resources, facilities, and staff development
- It contributes to our **continuous improvement system**, which is a key part of how we maintain quality under national standards

## Ways to provide feedback:

- Talk to your trainer or assessor
- Use the feedback or suggestion form (online or in person)
- Contact the student support or admin team
- Complete course evaluation surveys or national student surveys

We treat all feedback respectfully, and if you choose to provide it anonymously, we'll still use it to help improve our services. Major themes or issues raised through feedback are reviewed by our management team as part of our quality assurance processes.

# Grievance, Complaints and Appeals

NJL believes that any person / entity that has a grievance, complaint or appeal against National Joblink, its trainers, assessors, other staff, one of its third parties or learners has the right to raise the complaint or appeal.

They can expect that every effort will be made to resolve it in a timely way, in accordance with NJL policy and without prejudice or fear of reprisal or victimisation.

A grievance or complaint can be defined as a learner, staff member or any third party's expression of dissatisfaction with any aspect of NJL's services and activities, such as:

- The enrolment or induction process
- The quality of education provided
- Academic matters, including learner progress, assessment, curriculum and awards in a VET course of study
- Handling of personal information and access to personal records
- The way someone has been treated.

A full version of NJL's Grievance, Complaints and Appeals Policy and Procedure is publicly available on NJL's website: [www.njl.org.au/training](http://www.njl.org.au/training)

Grievances and complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that during all stages of this procedure NJL will take all steps to ensure that:

- The complainant is entitled to be heard with access to all relevant information and with the right of reply
- The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision
- The complainant will not be victimised or discriminated against
- The complainant has an opportunity to formally present their case and each party to the grievance may be accompanied and assisted by a support person at any relevant meetings
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so, requested by the grievant
- Where the internal or external complaint or grievance handling or appeal process results in a decision that supports the grievant or appellant, NJL will immediately implement any decision and/or corrective and preventative action required and advise the grievant/appellant of the outcome
- At all meetings, the complainant / grievant may have a support person present. If the learner is under the age of 18, the parent or guardian must also be present.

Complaints will be handled in the strictest of confidence. A decision to release information to third parties can only be made after the complainant has given written permission for this to occur. A summary of NJL's Grievance, Complaints and Appeals Policy is below.

## What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by NJL in any form and does not need to be formally documented by the complainant to be acted on. You if do wish to submit it in writing NJL's Complaints and Appeal Form is attached at the end of this document.

## What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to NJL within 7 days of the learner being informed of the assessment decision or finding. NJL's Complaints and Appeal Form is attached at the end of this document.

Where an appeal is granted and the candidate is found competent, a new assessment outcome is issued and validated by the CEO.

Where an agreement cannot be reached, the CEO may employ an independent and external assessor to review the evidence.

## Early resolution of grievances, complaints & appeals

Before issues become a formal complaint, all parties are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Any person wishing to submit a formal complaint or appeal can do so by contacting an NJL staff member or by completing the Complaints and Appeals Form (Form 31). This form can be gained by contacting Learner RTO Administration, through the RTO websites or Learner Handbook. If you do not wish to complete the Complaints and Appeals Form an RTO staff member can do so on your behalf. All formally submitted complaints (verbal or in writing) or appeals are submitted to the CEO

## Complaint and appeals handling:

A complainant is to be provided an opportunity to formally present his or her case at no cost. Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.

A written record of all complaints is to be kept by NJL, including all details of lodgement, response, and resolution. NJL will maintain a complaint register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.

The handling of a complaint is to commence within five (5) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant is to be provided a response to the complaint, including details of the reasons for the outcome within ten (10) days of the lodgement of the complaint.

Complaints must be resolved to an outcome within sixty (60) days of the complaint being initially received. Where NJL CEO considers that more than 60 calendar days are required to process and finalise the complaint, the CEO will inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, NJL will attempt to resolve complaints within thirty (30) days of the complaint being received.

Nation Joblink shall maintain the enrolment of the complainant during the complaint handling process. Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.

Please talk to any National Joblink staff or contact National Joblink via the contacts provided in this Learner Handbook, for a Complaints and Appeals Reporting and Action Form

## Review by an independent person

NJL provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. The CEO will advise of an appropriate party, independent of NJL, to review the complaint. Should any costs be involved they will be shared equally between the appellant and NJL RTONJL RTO.

## Review by external agency

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by NJL, they may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to:
  - <https://www.cbos.tas.gov.au/> TAS
  - <https://www.dewr.gov.au/> NT
  - <https://trainingombudsman.qld.gov.au/> QLD
- Complainants can submit a complaint to ASQA by completing the online complaint form: [Concerns about training providers | Australian Skills Quality Authority \(ASQA\)](#)  
(ASQA website: [www.asqa.gov.au](http://www.asqa.gov.au) )
- National Training Complaints Hotline  
<https://www.education.gov.au/about-department/contact-us/complaints>  
or call 13 38 73.