

References

RTO Standards 2025
ESOS Act 2000
ICQA LR 0220 ICQA Learner handbook v2
ICQA LR 0356 Student Support Information Sheet v1
ICQA Refund Policy (PP 0105)
ESOS Act 2000 and National Code of Practice 2018

Complaints & Appeals Policy

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Effective Date: 29 December 2025

Approved by: CEO

Responsible Officer: Compliance Officer

Next Review Date: 29 December 2026

Purpose

This policy outlines the process by which **International College of Queensland (ICQA)** manages and resolves complaints and appeals from domestic and international learners, staff, and stakeholders.

This policy ensures that all prospective and enrolled learners, staff, and stakeholders have the right to raise complaints or appeals without fear of disadvantage or reprisal, in compliance with:

- **Standards for RTOs 2025** – Clauses 1.8, 1.9, 6.1–6.3
- **ESOS Act 2000** – Sections 19 and 21
- **National Code of Practice 2018** – Standard 10 (Complaints and Appeals)

This policy ensures all learners can raise grievances regarding decisions, conduct, or services without fear of disadvantage or reprisal.

Scope

This policy applies to:

- All domestic and international (CRICOS) learners enrolled with ICQA
- Prospective learners seeking information prior to enrolment
- All ICQA staff, contractors, and third-party service providers
- Complaints or appeals relating to:
 - o Assessment outcomes
 - o Administrative decisions
 - o Conduct, behaviour, or service quality
 - o Discrimination, harassment, or unfair treatment

This policy applies to all ICQA qualifications, including:

- Graduate Diploma of Strategic Leadership (BSB80320)
- Certificate III in Individual Support (CHC33021)

Definitions

- **Complaint:** A grievance or expression of dissatisfaction about a service, decision, or behaviour by ICQA or its staff.
- **Appeal:** A request for reconsideration of a decision, usually regarding an assessment outcome or administrative determination.
- **Internal Appeal:** Review conducted by ICQA within its governance framework.
- **External Appeal:** Independent review conducted by an external agency such as the **Overseas Students Ombudsman**.
- **Natural Justice:** The right to a fair hearing, impartial decision-making, and the opportunity to present one's case.
- **eSkilled SMS:** ICQA's Student Management System used to record complaints, appeals, and resolutions.

Objectives

- To ensure compliance with the RTO Standards 2025 and CRICOS obligations.
- To provide learners and stakeholders with accessible pathways for resolution.
- To maintain accountability and improve service delivery through systematic review.

To foster a culture of fairness, openness, and learner welfare.

Policy Statement

ICQA is committed to ensuring that:

- All complaints and appeals are managed fairly, confidentially, and without bias
- Learners are informed of their rights to internal and external appeal mechanisms
- No learner or staff member is disadvantaged for lodging a complaint or appeal
- Complaints and appeals are resolved promptly and transparently
- Outcomes are used to inform continuous improvement

ICQA ensures that learners may be accompanied by a support person at any stage of the complaints or appeals process.

ICQA

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Learner Rights

All learners have the right to:

- Lodge a complaint or appeal at no cost or minimal cost
- Receive a written response outlining the outcome and reasons
- Access an external complaints or appeals body if dissatisfied with the internal outcome
- Continue enrolment during an appeals process (where required under ESOS and National Code obligations)

External Complaints and Appeals

Learners may access external review services if they are dissatisfied with the outcome of an internal appeal.

Overseas Students Ombudsman

Phone: 1300 362 072

Website: www.ombudsman.gov.au

National Training Complaints Hotline (Domestic learners)

Phone: 13 38 73

Email: ntch@education.gov.au

Confidentiality and Fairness

All complaints and appeals are handled confidentially and in accordance with the **Privacy Act 1988 (Cth)**. Information is shared only with parties directly involved in resolving the matter.

8. Continuous Improvement

Complaint and appeal outcomes are reviewed to identify trends and opportunities for improvement.

Recommendations are recorded and monitored through ICQA's Continuous Improvement framework.

Version History

Date	Version	Author	Status	Reviewers
September 2025	1	J Brooks	Approved	R Prasad