

INTERNATIONAL COLLEGE OF QUEENSLAND AUSTRALIA

Complaints and Appeals

How to raise a concern, how to appeal a decision, and what happens next.

Learner information | RTO 46584 | Registered with ASQA | Standards for RTOs 2025

Fair

Heard impartially, with natural justice

Safe

No disadvantage for speaking up

Confidential

Your matter is kept private

Supported

Bring a support person at any stage

If something isn't right, ICQA wants to hear about it. Whether you're unhappy with a decision, a service, or the way you've been treated — or you want a decision looked at again — you have the right to raise it, and to have it dealt with fairly and without any disadvantage to you. This page explains the difference between a complaint and an appeal, what your rights are, and what happens after you get in touch.

Our commitment to you

ICQA manages every complaint and appeal fairly, confidentially, and without bias. We make sure you know about your internal and external review options, we never disadvantage anyone for raising a concern in good faith, and we resolve matters as promptly and openly as we can. Whatever we learn, we use to improve how we run ICQA.

Complaint or appeal — what's the difference?

Complaint	A complaint is when you're dissatisfied with a service, a decision, or the conduct or behaviour of ICQA or one of its staff.
Appeal	An appeal is a request to have a decision reconsidered — most often an assessment outcome or an administrative decision.
Internal review	A review carried out within ICQA under our own governance framework.
External review	An independent review by an outside body — such as ASQA or a consumer-protection or ombudsman service — if you're not satisfied with our internal outcome.
Natural justice	Your right to a fair hearing, an impartial decision, and a genuine opportunity to put your case.

Your rights

- Lodge a complaint or appeal at no cost or minimal cost
- Receive a written response that sets out the outcome and the reasons for it
- Be accompanied or supported by a person of your choice at any stage of the process
- Access an external complaints or appeals body if you're not satisfied with the internal outcome
- Continue your enrolment while an appeal is being decided

Raising a concern never counts against you. No learner or staff member will be penalised, treated unfairly, or disadvantaged for making a complaint or lodging an appeal in good faith. If something isn't right, tell us — that's exactly what this process is for.

How to raise a complaint or appeal

You can raise a complaint or lodge an appeal in whichever way is easiest for you:

- By emailing compliance@icqa.edu.au
- By speaking with your trainer directly through eSkilled
- By contacting the Compliance Officer using the details at the bottom of this page

If you're lodging an appeal, it helps to tell us which decision you're appealing and why. The full step-by-step process and timeframes are set out in the ICQA Complaints and Appeals Procedure, and we'll guide you through it.

What happens after you lodge

- We acknowledge your complaint or appeal and record it securely in eSkilled
- The matter is looked at fairly and impartially, in line with the principles of natural justice
- You receive a written outcome that explains the decision and the reasons behind it
- If you're not satisfied, you can ask for an internal review and, after that, an external review
- What we learn is fed back into how we run ICQA, so the same issue is less likely to happen again

If you're still not satisfied — external review

If you've been through ICQA's internal process and you're still not satisfied, you can take your complaint or appeal to an independent external body. You're also free to contact these services at any time.

Service	Contact / Purpose
Australian Skills Quality Authority (ASQA)	www.asqa.gov.au — National regulator of vocational education and training
National Training Complaints Hotline	13 38 73 — ntch@education.gov.au — Training quality and RTO complaints
State or territory consumer protection / ombudsman	Independent review of consumer and administrative matters

Your privacy

Everything you share when you make a complaint or lodge an appeal is treated confidentially and handled in accordance with the Privacy Act 1988 (Cth). Information is shared only with the people directly involved in resolving your matter, and your complaint or appeal is recorded securely in eSkilled.

How we use complaints to improve

Every complaint and appeal tells us something useful. We review outcomes to spot patterns and address the underlying causes, and we record and monitor improvements through ICQA’s continuous improvement process — so raising a concern genuinely helps make ICQA better for everyone.

Get in touch

Want to talk something through, or not sure whether you should make a complaint or lodge an appeal? Contact us — we’re happy to help.

Compliance Officer
compliance@icqa.edu.au

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www.icqa.edu.au
RTO 46584

Also available on our website

Learner Support Services ([LR 0212a]) Reasonable Adjustment — Your Rights ([LR 0385a]) Consumer Protection — Your Rights ([LR 0386a]) Fees and Refunds — What You Need to Know ([LR 0387a]) Recognition of Prior Learning — Your Rights ([LR 0383a])