



1.0 Introduction

Southpac has established this policy to support the Australian Skills Quality Authority (ASQA) 2025 Standards for Registered Training Organisations (RTOs). The policy has been developed and implemented to support and provide clear instruction and guidance to Southpac staff, students, and other relevant parties on the handling of complaints and appeals.

2.0 Our Commitment

Southpac is committed to providing students, staff, and stakeholders with the best possible environment in which to study or work. Southpac acknowledges that, from time to time, concerns or dissatisfaction may arise and is committed to addressing these matters promptly, fairly, and constructively.

Southpac welcomes feedback and recognises complaints and appeals as an opportunity to resolve issues and inform the review and continuous improvement of Southpac's policies, practices, and services.

Southpac will address complaints and appeals in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision.

This policy and associated procedure support Southpac to ensure complaints and appeals are received, considered, and actioned appropriately. All complaints and appeals received by Southpac will be viewed as an opportunity for improvement.

3.0 Procedure for Complaints

Southpac acknowledges that complaints may arise which require either informal resolution or formal management.

This procedure provides information on how to have a complaint or appeal resolved and a resolution reached by all parties.

Southpac may receive complaints from students, staff or stakeholders and members of the public through a variety of means including verbal advice, written correspondence, email, or social media. Complaints may relate to, but are not limited to, course delivery, customer service, personal safety, assessment, fees, enrolment matters, discrimination, harassment, bullying, vilification, antisemitism, or other race- or religion-based misconduct.

Where possible all informal attempts shall be made to resolve the issue. This may include advice, discussion, clarification, or general mediation in relation to the issue raised. Any staff member may assist in this informal process.

Where a formal complaint or appeal is lodged, or where the matter is serious in nature, it will be escalated to the Director of Training & Development or CEO for management and resolution.

Complaints and appeals will be handled promptly and within reasonable timeframes. Where additional time is required, the complainant will be kept informed of progress.

Complainants have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant's own expense.

4.0 Procedure for Appealing a Decision and External Complaints

Where a complaint or concern relates to an assessment outcome, students are entitled to formally appeal that decision. Appeals must be made in writing, stating the grounds for the appeal and providing as much detail as possible. Appeals must be submitted to the Training and Compliance Manager.

The Training and Compliance Manager will obtain details from the assessor involved and any other relevant parties and will review the matter before making a decision. The investigation may confirm that the original assessment decision stands or identify an alternative action, such as reassessment by an independent third party. The outcome of the appeal will be documented and communicated to the student.

If a complainant, including a student or third party, is not satisfied with Southpac's decision, they may seek independent advice. If the complainant has concerns about Southpac's services or business practices, they may escalate the matter to ASQA. Please note, ASQA does not resolve disputes between students and training providers as it does not have the legislative power to act as a student advocate. ASQA can be contacted on 1300 701 801 or at www.asqa.gov.au

If a complainant, has a complaint or dispute relating to their experiences whilst undertaking training in the vocational education and training (VET) sector, they may contact the [National Training Complaints Hotline](#) which can refer their complaint to the most appropriate authority for consideration.