

Learner Feedback Complaints and Appeals Policy and Procedure

Three clear pathways for nationally recognised training learners

What this document does

This document explains how a learner can provide feedback, make a complaint or appeal a decision made by Medecs Learning. These are different pathways. Medecs will identify the pathway that matches the learner's concern, explain what will happen and provide reasonable assistance to use the process.

A learner may use more than one pathway where the circumstances require it. For example, a learner may complain about how an assessment was conducted and also appeal the resulting assessment decision. Medecs will coordinate the matters while keeping each issue, decision and outcome clear.

Choose the pathway that matches your concern

Feedback	<i>You want to share a suggestion, compliment, observation or concern.</i> Tell us what is working or what could be improved. You may use the optional Learner Feedback Form.
Complaint	<i>You are dissatisfied with a service, action, conduct, process or experience.</i> Tell us what happened and what outcome you are seeking. You may use the optional Learner Complaint Form.
Appeal	<i>A Medecs decision has adversely affected you and you want it reviewed.</i> Identify the decision, why it should be reviewed and the outcome you seek. You may use the optional Learner Appeal and Assessment Appeal Form.

The forms are not compulsory. They are provided to help learners give relevant information clearly. Medecs will accept a verbal or written submission and provide reasonable assistance to record it.

Quick contact details

You may contact any Medecs worker or trainer, or use one of the following methods. No special form or formal language is required.

Email	admin@medecslearning.com
Telephone	(03) 6272 1843, Monday to Friday, 9.00 am to 4.00 pm
Post	PO Box 327, Glenorchy TAS 7010

Private escalation

Ask for the matter to be referred privately to the RTO Manager

1 Purpose

The purpose of this policy and procedure is to ensure that Medecs Learning operates accessible, fair, timely and effective systems for learner feedback, complaints and appeals. It supports Medecs to address concerns, review adverse decisions, protect learner rights and use outcomes to improve training, assessment and learner support.

2 Scope

This document applies to VET students enrolled in, applying for or otherwise affected by nationally recognised training and assessment delivered by Medecs Learning. It applies to decisions, conduct and services of Medecs and its employees. All Medecs training and assessment is delivered by employed trainers and assessors.

This document covers feedback, RTO complaints, appeals against adverse decisions and assessment appeals. It does not prevent a learner from accessing an external body where that body has authority to consider the matter.

3 Definitions

Feedback	A suggestion, compliment, observation or expression about the quality of a service or experience that does not necessarily require a formal decision.
Complaint	An expression of dissatisfaction about Medecs, a Medecs employee, or the way a Medecs service or process was provided.
Appeal	A request by a VET student for review of a decision that adversely affects them.
Assessment appeal	An appeal seeking review of an assessment, reassessment, RPL or related assessment judgement.
Procedural fairness	A fair process in which an unbiased decision-maker considers relevant information and affected parties have a reasonable opportunity to be heard and respond.
Independent party	A suitably competent person or body sufficiently separate from the original decision and internal review to provide an independent review.

4 Learner rights and Medecs commitments

- Provide feedback, make a complaint or lodge an appeal without charge, disadvantage, retaliation or victimisation.
- Use a support person, advocate, interpreter or representative and receive reasonable communication assistance.
- Raise a matter verbally or in writing without being required to use a form or formal language.
- Have the matter handled respectfully, impartially and in accordance with procedural fairness.
- Receive information about the process, expected timeframes, outcome and available further action.

- Have personal information protected and disclosed only where reasonably necessary for fairness, safety, resolution or law.
- Continue training while a complaint or appeal is considered unless a documented safety, legal or material operational reason requires a different arrangement.

Anonymous complaints will be accepted. Medecs may be unable to investigate or provide an outcome if insufficient information is available or the complainant cannot be contacted.

5 How Medecs manages all three pathways

Feedback, complaints and appeals follow the same seven-step process so learners know what to expect. The action taken within each step will match the pathway, seriousness and circumstances of the matter.

1. Choose the pathway. The learner selects feedback, complaint or appeal. Medecs will help classify the matter if the learner is unsure. A complaint and appeal may operate together when they concern different issues.

2. Provide the information. The learner may speak with any Medecs worker or use email, telephone, post or the relevant optional form. Medecs will provide reasonable assistance and will not reject a matter because it is informal, incomplete or not submitted on a form.

3. Receive and record. Medecs records the matter securely. A complaint or appeal is acknowledged within two business days where contact details are available. Feedback is acknowledged where requested or appropriate.

4. Assess and allocate. Medecs confirms the pathway, identifies urgent safety, privacy, wellbeing, misconduct or legal issues, checks for conflicts of interest and appoints a person with the authority and competence required.

5. Consider or review. Feedback is considered, a complaint is assessed or investigated proportionately, and an appeal is reviewed by an impartial person. An assessment or RPL appeal receives the specialist review described in section 7.

6. Communicate and act. Medecs communicates the outcome appropriate to the pathway, explains reasons and further options where required, and implements agreed or approved actions.

7. Close and improve. Medecs records completion, checks that actions have been completed, identifies recurring or systemic issues and records continuous-improvement action.

6 Actions within each pathway

6.1 Feedback

Feedback may be a suggestion, compliment, observation or concern about training, assessment, resources, learner support, accessibility, administration, communication, facilities, online systems or another part of the learner experience. Medecs will direct it to the relevant operational area, respond where requested or reasonably required, and consider it with other information to identify improvements. If the feedback expresses dissatisfaction requiring resolution, Medecs will explain that it will be managed as a complaint.

Optional form: Learner Feedback Form.

6.2 Complaints

A complaint may concern Medecs, a Medecs employee, or the way a Medecs service or process was provided. It may relate to training, an assessment process, learner support, administration, access, fees, communication, conduct, discrimination, privacy, safety or the way an earlier concern was managed.

An impartial person will define the issues, gather relevant information and give affected parties a reasonable opportunity to provide information and respond to relevant adverse information. The investigation will be proportionate to the seriousness, complexity and risk. Medecs will provide the outcome, reasons that can appropriately be disclosed, actions and further options. A learner may request internal review of an unresolved complaint outcome by a person who was not responsible for the original outcome.

Optional form: Learner Complaint Form.

6.3 Appeals

A VET student may appeal a decision of Medecs or a Medecs employee where the decision adversely affects them. This may include decisions about assessment, RPL, credit transfer, reasonable adjustment, learner support, enrolment, progression, fees, refunds, learner conduct, suspension, cancellation or certification.

The learner should appeal as soon as practicable and preferably within 20 business days after being notified. Medecs may accept a later appeal where it is fair and practicable. The learner should identify the decision, why it should be reviewed, the outcome sought and any relevant information. The learner does not need to approach the original decision-maker first.

Medecs will appoint an impartial reviewer who was not involved in the original decision and has the competence and authority to review it. The reviewer will consider relevant information, give the learner a reasonable opportunity to make submissions and respond to adverse material, and provide a written outcome and reasons.

Optional form: Learner Appeal and Assessment Appeal Form.

7 Assessment appeals

An assessment appeal asks Medecs to reconsider an assessment, reassessment or RPL decision. It is different from a complaint about an assessor or assessment process, although a learner may use both pathways arising from the same circumstances.

7.1 Discussion with the original assessor is optional

A learner may ask the original trainer and assessor to explain the decision and may provide relevant information. The assessor may correct an administrative error or reconsider the decision where appropriate. The learner may lodge a formal appeal immediately if direct discussion is not appropriate, safe or practical.

7.2 Formal assessment review

The RTO Manager will appoint an appropriately qualified and credentialled assessor who was not involved in the original assessment decision wherever practicable. The reviewer will examine, as relevant:

- the requirements of the training product and relevant assessment conditions
- the assessment tool, instructions, benchmarks and marking guidance
- the original assessment evidence and assessment record

- the principles of assessment and rules of evidence
- reasonable adjustment and learner support considerations
- the learner's grounds, submissions and any additional evidence that may properly be considered
- whether the assessment process and judgement were consistent, fair and supported by evidence

7.3 Possible assessment appeal outcomes

The reviewer may uphold the original decision, vary or overturn it, correct an error, require further evidence, arrange reassessment, or recommend another appropriate action. Reassessment is not automatic and will only be used where it is an appropriate response to the appeal findings. The learner will receive the outcome and reasons in writing.

8 Independent review of an appeal

If a learner is not satisfied with the internal appeal outcome, the learner may request review by an independent party. Medecs will arrange or identify a suitably competent independent person or body at no or low cost to the learner. Any proposed cost will be explained and agreed before it is incurred.

For an assessment appeal, the independent reviewer must have the credentials and competence required to review the assessment decision. Medecs will give genuine consideration to the independent review and advise the learner in writing of its final response and any action to be taken.

9 Timeframes and communication

Stage	Medecs service timeframe
Acknowledgement	Within two business days where contact details are available
Initial risk assessment	Promptly, and immediately where safety may be affected
Internal outcome	Aim to finalise within 30 calendar days
Delay notification	If the matter cannot be finalised within 60 calendar days, notify the learner in writing, explain the reasons and provide a revised timeframe
Progress updates	Provide reasonable updates where the matter is delayed or the learner reasonably requests information

Urgent safety and legal requirements take priority. If a stated timeframe cannot be met, Medecs will explain why, identify outstanding steps and provide a revised timeframe.

10 Procedural fairness and conflicts of interest

Medecs will ensure that the person managing a complaint or appeal is unbiased and does not have an actual or perceived conflict that would prevent a fair process. A person who may be adversely affected will be told the substance of relevant concerns and given a reasonable opportunity to respond, subject to lawful limitations required for privacy or safety.

Decisions will be based on relevant information. Reasons will be recorded, and similar matters will be treated consistently while allowing for individual circumstances.

11 Confidentiality privacy and records

- Information will be shared only with people who need it for support, fairness, investigation, decision-making, safety, governance or legal obligations.
- Medecs cannot promise absolute confidentiality where information must be disclosed to provide procedural fairness, prevent harm or meet a legal obligation.
- Feedback, complaint and appeal records will be stored securely with access limited according to role.
- Records will include the matter raised, relevant evidence, communication, decisions, reasons, actions and completion status.
- Records will be retained in accordance with Medecs' records retention requirements and applicable law.

12 Roles and responsibilities

Role	Responsibility
All RTO personnel	Recognise feedback, complaints and appeals; provide assistance; preserve confidentiality and records; promptly refer matters; cooperate with reviews; and avoid retaliation.
Trainer and assessor	Receive learner concerns respectfully, explain assessment decisions, preserve assessment evidence and refer formal complaints or appeals to the RTO Manager.
RTO Manager	Own the RTO systems; classify and coordinate matters; appoint impartial and competent reviewers; monitor timeframes; communicate outcomes; ensure actions are completed; and report trends.
Internal reviewer	Conduct a fair, impartial and competent review; consider relevant information; document findings and reasons; and declare conflicts of interest.
Independent reviewer	Provide a suitably independent and competent review when requested and document findings or recommendations.
Managing Director	Approve this document, provide governance oversight and receive escalation of serious, systemic or conflicted matters.

13 Monitoring and continuous improvement

The complaints and appeals register (012D) will record all details. The RTO Manager will monitor feedback, complaint and appeal information, including categories, timeliness, outcomes, recurring issues, independent reviews and incomplete actions. Information will be analysed without unnecessary personal details and used to improve training, assessment, learner support, resources, communication, staff capability and RTO systems.

Serious or systemic issues will be escalated promptly. The effectiveness and accessibility of these systems will be reviewed at least annually and after a serious matter, material regulatory change or evidence that the process is not operating as intended.

14 External avenues

Medecs will not prevent or disadvantage a learner from contacting an external body. The body will determine whether it has authority to consider the matter. The National Training Complaints Hotline or

ASQA may receive information about systemic or regulatory concerns, but they generally do not replace Medecs' internal process for resolving an individual assessment appeal.

External body	When it may be relevant	Contact
National Training Complaints Hotline	Concerns about the quality or integrity of nationally recognised training	13 38 73
Australian Skills Quality Authority	Systemic or regulatory concerns relating to an ASQA-regulated RTO	asqa.gov.au/complaints
Australian Human Rights Commission	Eligible discrimination or human rights complaints	humanrights.gov.au
Office of the Australian Information Commissioner	Eligible privacy complaints after Medecs has had a reasonable opportunity to respond	oaic.gov.au/privacy/privacy-complaints

15 Related documents

- Learner Handbook and pre-enrolment information
- Learner Feedback Form
- Learner Complaint Form
- Learner Appeal and Assessment Appeal Form
- Complaints and Appeals Register (012D)
- Assessment tools, assessment records and reassessment records
- Continuous Improvement Register
- Privacy, records management, learner support and reasonable adjustment documents

16 Authoritative references

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Outcome Standards for Registered Training Organisations Instrument 2025, Standards 2.7 and 2.8
- Outcome Standards for Registered Training Organisations 2025 Policy Guidance
- ASQA Practice Guide Feedback complaints and appeals, version 1.0, published 17 June 2025

17 Document and version control

Learner information and policies

Current learner documents will be available at www.medecsllearning.com

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Version date	14 September 2026	Status	Approved
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