

Policy: Feedback and Complaints Standard 2.7



Effective date	November 2025	Date of last revision	N/A	Version no.	1.1
Person responsible	Managing Director Streamline Training				

VERSION HISTORY

Version	Approved by	Revision date	Description of change: amendments/additions/deletions
1.	 Managing Director Streamline Training	May 2025	 New Policy
1.1	 Managing Director Streamline Training	November 2025	 Updated wording

Purpose:

This policy ensures that feedback and complaints management at Streamline Training addresses concerns effectively and contributes to continuous improvement. This aligns with Standard 2.7 under the 2025 Standards for Registered Training Organisations (RTO).

Outcome Standard:

Streamline Training is committed to ensuring that feedback and complaints from VET students, staff, or any other stakeholders are handled professionally, fairly, and in a timely manner. The RTO operates a complaints management system that supports procedural fairness and uses complaints data to drive continuous improvement within the organisation.

Performance Indicators:

Streamline Training will demonstrate compliance with Standard 2.7 by adhering to the following performance indicators:

1. Complaints Management System:

- Streamline Training operates a complaints management system that:
 - **Allows feedback and complaints** about the organisation, third parties, and any person employed or contracted by the organisation to be submitted, reviewed, and resolved.
 - **Ensures procedural fairness**, meaning that all parties involved in a complaint are given a fair chance to present their side and are treated with respect and impartiality.
 - **Identifies reasonable timeframes** for responding to and resolving complaints, ensuring that students and other parties know when to expect a resolution.

- **Provides avenues for further action** where complaints cannot be resolved internally, including escalation to external bodies such as regulatory authorities or independent mediators.

2. **Accessibility of Complaints Information:**

- Information about how to provide feedback and make complaints through the complaints management system is publicly available and easily accessible to all VET students.
- Information is provided through multiple channels, including the student handbook, the RTO's website, orientation materials, and posters within the RTO's premises.
- Clear instructions are provided on how students can raise complaints or provide feedback, ensuring the process is straightforward and transparent.

3. **Support for Feedback and Complaints:**

- Streamline Training ensures that VET students are supported to provide feedback and make complaints. This includes:
 - Offering guidance on how to complete complaint forms or submit feedback.
 - Providing access to staff or support personnel who can assist students through the complaints process.
 - Ensuring that students feel comfortable raising concerns without fear of retaliation or bias.

4. **Documentation and Communication of Complaints Outcomes:**

- The outcomes of complaints are documented by the organisation, and all parties involved in the complaint are informed of the resolution.
- Streamline Training ensures that all complaints are thoroughly recorded and that the outcome is communicated in writing to the person who raised the complaint, as well as to any other relevant parties.
- Feedback from the complaints process is used to identify areas for improvement in the RTO's operations and service delivery.

5. **Continuous Improvement from Complaints:**

- Streamline Training uses feedback and complaints data to inform continuous improvement initiatives. This includes:
 - Regularly reviewing complaints data to identify trends and recurring issues.
 - Using this data to refine policies, procedures, and student support services to prevent similar issues from arising in the future.
- The RTO encourages a culture of openness, where feedback, both positive and negative, is seen as an opportunity for growth.

Policy Implementation:

- **Complaints Process:**
 - Streamline Training has a formal process for managing complaints, which includes clearly defined stages for submission, investigation, and resolution. Complaints can be submitted through email, or in person.
 - The RTO ensures that all complaints are handled by a designated complaints officer or team, who is responsible for investigating the complaint and providing a fair resolution.
- **Transparency and Accessibility:**
 - The complaints process is explained to students during orientation and is outlined in the student handbook. Information on how to submit a complaint is also available on the RTO's website and in common areas throughout the organisation.
- **Confidentiality and Fairness:**
 - Streamline Training ensures that all complaints are handled confidentially, and that all parties involved are treated with fairness and respect. Complaints are investigated impartially, and the outcome is communicated to the student in a timely manner.
- **Escalation Procedures:**
 - If a complaint cannot be resolved within the established timeframe or to the satisfaction of the student, the RTO provides clear guidance on how to escalate the complaint to an external body, such as an independent mediator or regulatory authority.

Review and Continuous Improvement:

Streamline Training will review this policy and its complaints management processes annually to ensure they are effective, transparent, and compliant with relevant regulations. The organisation will use the feedback received through the complaints process to make continuous improvements to the quality of services provided to students.

Approval and Responsibility:

- Policy approved by the Senior Management Team of Streamline Training.
- The Managing Director is responsible for overseeing the implementation of this policy, ensuring that complaints are managed effectively, and ensuring that feedback is used to inform continuous improvement.

By maintaining a robust complaints management system, Streamline Training ensures that VET students have a clear, fair, and accessible avenue for raising concerns, leading to improved practices and better student experiences.