

Complaints and Appeals Policy and Procedure

Document Code / ID:	POL-DTECH-001
Target Qualification:	TLI41225 Certificate IV in Motor Vehicle Driver Training
Applicable Standards:	National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (Outcome Standard 2.2) and Compliance Standards for NVR Registered Training Organisations Instrument 2025.
Owner / Approver:	Chief Executive Officer / Director
Release Date:	September 2026
Review Cycle:	Annual (Next Scheduled Review: September 2027)

1. Purpose & Scope

D-Tech Instructor Training Pty Ltd provides a fair, transparent, and responsive educational environment. This policy establishes a structured and accessible framework for managing academic assessment appeals and operational complaints in full compliance with the National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (Outcome Standard 2.2) and Compliance Standards for NVR Registered Training Organisations Instrument 2025.

This policy applies to all prospective, current, and past learners enrolled in the TLI41225 Certificate IV in Motor Vehicle Driver Training, as well as trainers, assessors, operational staff, and third-party stakeholders across administrative, classroom theory, and practical in-cabin driver training operations conducted at 19 Bromus Street, Marsden Park NSW 2765 and across nominated practical training zones.

2. Key Definitions

- **Complaint:** An expression of dissatisfaction regarding any service, administrative action, training delivery, facility, resource, vehicle safety standard, or conduct of staff/students at D-Tech Instructor Training Pty Ltd.
- **Assessment Appeal:** A formal request by a learner to review an academic assessment decision or competency outcome (e.g., a 'Not Yet Competent' result in a theory workbook or practical in-car assessment).
- **Natural Justice & Procedural Fairness:** The right to be heard without bias, to be informed of allegations or reasons for decisions, to be accompanied by a support person, and to receive written reasons for any outcome.

3. Core Policy Principles

- **Accessibility & Transparency:** The complaints and appeals procedure is publicly accessible via the website and detailed in the Student Handbook provided prior to enrolment.
- **No Victimisation or Cost:** Lodging a complaint or appeal will not disadvantage the learner's enrolment status or training progression. Formal internal resolution processes are conducted at no cost to the learner.
- **Strict Timelines:** Formal grievances and appeals are acknowledged in writing within 5 business days and resolved within 30 calendar days. If more than 60 calendar days are required, the learner is informed in writing with comprehensive reasons.
- **Continuous Improvement Integration:** Root-cause analyses of all complaints and appeals are recorded in the Continuous Improvement Register to prevent systemic recurrence.

4. Complaints Handling Procedure

Stage 1: Informal Resolution



D-Tech Instructor Training Pty Ltd

ACN: 700 951 962

19 Bromus Street, Marsden Park NSW 2765

Web: www.dtechinstructortraining.com.au

Email: admin@dtechinstructortraining.com.au

Learners are encouraged to raise issues directly with the relevant trainer, assessor, or administrative officer at 19 Bromus Street, Marsden Park within 10 business days of the incident. Staff will actively listen and attempt an immediate, amicable resolution within 3 business days.

Stage 2: Formal Complaint Lodgement

If informal resolution is unsuccessful or inappropriate, the learner submits a completed Complaints & Appeals Form to admin@dtechinstructortraining.com.au or the RTO Director:

- **Receipt & Logging:** The RTO Director logs the complaint in the Complaints and Appeals Register and sends a formal written acknowledgement within 5 business days.
- **Investigation:** The RTO Director / Compliance Officer conducts an impartial investigation, examining records, interviewing involved parties, and reviewing physical/digital evidence.
- **Written Decision:** A formal written outcome detailing findings, corrective actions, and rationale is provided to the complainant within 15 to 20 business days of lodgement.

5. Assessment Appeals Procedure

Stage 1: Assessor Discussion

Within 10 business days of receiving an assessment outcome, the learner meets with the assessor to discuss the feedback and assessment decision.

Stage 2: Formal Assessment Appeal & Independent Re-Assessment

If unresolved, the learner submits a formal appeal. The RTO Director convenes an internal review panel:

- **Independent Re-Evaluation:** An independent, qualified trainer/assessor who was not involved in the original assessment decision conducts a blind re-evaluation of the theory workbook or in-car practical assessment records against the unit mapping criteria.
- **Outcome Notification:** The learner receives a written explanation of the appeal outcome within 15 business days, including options for external review.

6. Stage 3: External Independent Review & Third-Party Mediation

If the learner remains dissatisfied with the internal outcome, they may request an external independent review:

- **Independent Body:** D-Tech Instructor Training engages an independent dispute resolution body, such as the Australian Dispute Centre (ADC) or an agreed external VET mediator. Reasonable mediation costs are shared equally or covered by the RTO.
- **Implementation:** D-Tech Instructor Training commits to fully implementing all reasonable recommendations arising from external dispute reviews within 10 business days.

7. Recordkeeping & Confidentiality

All records of complaints, appeals, investigation notes, and outcomes are securely archived in the SMS for a minimum of 5 years with restricted administrative access under the Privacy Act 1988.

Appendix A: Complaints & Appeals Lodgement Form

Please complete this form and submit it to: admin@dtechinstructortraining.com.au or in person at 19 Bromus Street, Marsden Park NSW 2765.

Student Full Name:	
Student ID / USI:	
Contact Phone & Email:	
Type of Request:	☐ Academic Assessment Appeal ☐ General / Operational Complaint
Unit Code & Title (if appeal):	TLI41225 - Unit: _____
Summary of Matter / Grounds:	
Desired Resolution / Outcome:	
Student Signature & Date:	Signature: _____ Date: ____ / ____ / 202____

Appendix B: Complaints and Appeals Register Template

Ref #	Date Received	Complainant Name	Matter Description	Outcome / Resolution	Closed Date & Sign