

COMPLAINTS, FEEDBACK & APPEALS POLICY AND PROCEDURE

Queensland College of Dance Pty Ltd | RTO 1476 | CRICOS 01600A | ABN: 80 071 881 582

PURPOSE AND SCOPE

Queensland College of Dance (QCD) is committed to providing a high-quality training environment in which all students, staff, and stakeholders are treated with fairness, respect, and dignity. This policy establishes QCD's systems and procedures for managing feedback, complaints, and appeals in a manner that is accessible, timely, impartial, and consistent with the requirements of the Standards for Registered Training Organisations 2025 (Standards 2.7 and 2.8).

This policy applies to all students (current and prospective), parents and guardians of students under 18, staff, and any other stakeholder who interacts with QCD or any third-party delivering services on QCD's behalf.

Nothing in this policy limits or excludes any rights available under the Australian Consumer Law or other applicable legislation. This policy is publicly available on the QCD website at www.qldcollegeofdance.com.au and is provided to all students as part of the enrolment package.

QCD'S COMMITMENT

QCD is committed to ensuring that:

- all feedback and complaints are welcomed and treated as genuine opportunities for improvement
- all parties involved in a complaint or appeal are afforded procedural fairness and natural justice
- complaints and appeals are investigated promptly, impartially, and without bias
- no student or stakeholder will be disadvantaged, discriminated against, or subject to any form of reprisal for making a complaint or appeal in good faith
- students are supported throughout the complaints and appeals process, including the right to have a support person present at any stage
- outcomes are documented, communicated to all parties, and used to inform QCD's continuous improvement activities
- where a complaint or appeal cannot be resolved internally, clear pathways to independent external review are available

TYPES OF COMPLAINTS AND APPEALS

This policy covers three categories of matters:

1. General Complaints

Any complaint relating to QCD's services, facilities, staff, or operations — including complaints about services delivered by third parties on QCD's behalf.

2. Non-Academic Complaints

Complaints relating to interpersonal matters, conduct of staff or students, welfare concerns, or any matter not directly related to training or assessment outcomes.

3. Assessment Appeals

Formal challenges to an assessment decision or judgment, including decisions made by assessors employed or contracted by QCD, or by third-party delivery staff assessing students on QCD's behalf.

FEEDBACK

QCD actively encourages feedback from all students and stakeholders as a core component of its continuous improvement approach. Feedback can be positive, constructive, or critical — all forms are valued.

Formal Feedback Mechanisms

- **End-of-Year Student Survey:** all enrolled students are invited to complete an annual survey covering training quality, facilities, staff, and overall experience.
- **In-Person Check-Ins:** Heads of Department conduct regular structured check-ins with students throughout the year to discuss progress, wellbeing, and any concerns before they escalate.
- **At any time:** students may provide written or verbal feedback to any member of QCD staff, including their Head of Department, the RTO Manager, or Administration.

How Feedback is Used

All feedback received — whether through formal surveys, check-ins, or informal conversations — is reviewed by the RTO Manager and relevant Heads of Department. Feedback is recorded in QCD's Continuous Improvement Register and used to inform decisions about training delivery, facilities, resources, and student support. Trends identified from feedback are reported to the CEO/Director and addressed systematically across QCD's operations.

GENERAL & NON-ACADEMIC COMPLAINT PROCEDURE

Key Timeframes at a Glance

Stage	Timeframe
Acknowledgement of written complaint	Within 2 business days of receipt
Informal resolution attempt (direct discussion)	Within 5 calendar days of the matter arising
Formal written complaint to RTO Manager	Within 10 calendar days if informal resolution unsuccessful
Written outcome to complainant	Within 20 calendar days of receiving the formal complaint
Internal appeal outcome	Within 10 calendar days of receiving the appeal request

Stage 1 — Informal Resolution

Where possible, students are encouraged to resolve concerns informally in the first instance. The student should raise the matter directly with the relevant party — for example, their Head of Department — within 5 calendar days of the matter arising. The Head of Department will work with the parties concerned to reach an informal resolution.

Students who are uncomfortable raising a matter directly may instead contact the RTO Manager at any time to seek guidance on the most appropriate pathway for their concern.

Stage 2 — Formal Complaint

If the matter cannot be resolved informally, or if the student prefers to proceed directly to a formal complaint, the student should complete a Complaint/Appeal Record Form and submit it to the RTO Manager within 10 calendar days of the informal resolution attempt.

How to Submit a Formal Complaint

Email: adrian@qldcollegeofdance.com.au (Adrian Burke, RTO Manager)

Email: admin@qldcollegeofdance.com.au (Administration)

In person: QCD Administration, 26 Glentanna Street, Kedron QLD 4031

Upon receipt of a formal complaint:

- QCD will acknowledge receipt of the complaint in writing within 2 business days
- The RTO Manager will investigate the matter promptly and impartially, consulting with relevant Heads of Department and/or the CEO/Director as appropriate
- Where the complaint involves the RTO Manager, the matter will be referred directly to the CEO/Director to ensure impartiality
- All parties to the complaint will be given the opportunity to present their perspective
- The student may have a support person present at any stage of the process
- A written outcome will be provided to all parties within 20 calendar days of receiving the formal complaint, including the reasons for the decision

Stage 3 — Internal Appeal

If the student is not satisfied with the outcome of the formal complaint, they may request an internal appeal in writing to the CEO/Director within 10 calendar days of receiving the formal complaint outcome.

The CEO/Director (or an independent senior staff member if the CEO/Director was involved in the original complaint) will review the matter and provide a written outcome within 10 calendar days of receiving the appeal request. This decision represents QCD's final internal position.

Stage 4 — External Review

If the complaint remains unresolved following the internal appeal, or if the student does not wish to pursue the internal appeal, the student may refer the matter to an independent external body. QCD agrees to participate in any external review process and to be bound by any recommendations made.

The primary external avenue for VET students in Queensland is the Queensland Training Ombudsman, which offers a free, confidential, and independent service:

Organisation	Office of the Queensland Training Ombudsman
Phone	1800 773 048 (free call, 8.30am–4.45pm AEST, Monday to Friday)
Online	trainingombudsman.qld.gov.au
Post	PO Box 15090, City East QLD 4002

Independent mediation is also available through the South Queensland Dispute Resolution Centre, a free government-funded service:

Organisation	South Queensland Dispute Resolution Centre
Address	Level 1, 363 George Street, Brisbane QLD 4001
Phone	(07) 3738 7000 or 1800 017 288 (toll free outside Brisbane)
Email	drc.sq@justice.qld.gov.au
Hours	Monday to Friday, 9.00am – 4.30pm

Students may also approach the Australian Skills Quality Authority (ASQA) if they have exhausted QCD's internal complaint process and the matter relates to QCD's obligations as a Registered Training Organisation:

Organisation	Australian Skills Quality Authority (ASQA)
Phone	1300 701 801
Online	www.asqa.gov.au/about/complaints/complaints-about-training-providers
Hours	9.00am – 7.00pm (AEDT), Monday to Friday

Please note that ASQA is not a consumer protection agency and cannot act as an advocate for individual students. Students should only contact ASQA after exhausting QCD's internal process and any other avenues for independent review. Nothing in this policy limits a student's right to pursue other legal remedies.

ASSESSMENT APPEAL PROCEDURE

An assessment appeal is a formal challenge to an assessment decision or judgment. Assessment appeals may relate to the outcome of a competency assessment, a decision about a student's progression, or any other decision made by a QCD assessor or third-party assessor assessing on QCD's behalf that adversely affects the student.

Students enrolled in QCD's nationally recognised qualifications have the right to appeal any assessment decision they believe was made unfairly, inconsistently, or not in accordance with the approved assessment requirements. The grounds for appeal are not limited to specific categories — any decision that adversely affects a student may be subject to appeal.

Key Timeframes at a Glance

Stage	Timeframe
Informal discussion with trainer/assessor or Head of Department	As soon as possible after result is received
Lodgement of formal Assessment Appeal Form	Within 10 calendar days of receiving the assessment result
Acknowledgement of appeal by RTO Manager	Within 2 business days of receipt
Review meeting with appellant	Within 10 calendar days of receiving the appeal form
Written outcome to appellant	Within 14 calendar days of the review meeting
External mediation outcome report	Within 14 calendar days of completion of external review

Guiding Principles

All assessment appeals will be:

- treated seriously, fairly, and with respect
- investigated promptly, impartially, and consistently
- subject to the principles of natural justice and procedural fairness
- handled without prejudice to the appellant's right to pursue external avenues
- documented in full, with written outcomes provided at each stage

Throughout the appeals process, QCD will maintain the appellant's enrolment status. A student's enrolment will not be adversely affected by the fact that they have lodged an appeal, consistent with the Standards for Registered Training Organisations 2025.

The appellant will not be required to meet any costs associated with lodging an internal appeal. Where external mediation is sought, QCD will facilitate access to free or low-cost external options as outlined below.

Before Lodging a Formal Appeal

Prior to lodging a formal assessment appeal, students are encouraged to discuss their concerns informally with their trainer, assessor, or Head of Department. In many cases, a misunderstanding or administrative issue can be resolved quickly at this stage without the need for formal proceedings.

If the student remains dissatisfied after an informal discussion, or wishes to proceed directly to a formal appeal, they should complete a Complaint/Appeal Record Form and submit it to the RTO Manager.

How to Submit a Formal Assessment Appeal

Email: adrian@qldcollegeofdance.com.au (Adrian Burke, RTO Manager)

Email: admin@qldcollegeofdance.com.au (Administration)

In person: QCD Administration, 26 Glentanna Street, Kedron QLD 4031

Stage 1 — Formal Assessment Appeal

Upon receiving a formal Assessment Appeal Form, QCD will:

- acknowledge receipt of the appeal in writing within 2 business days
- **convene a review panel** comprising the RTO Manager and the relevant Head of Department (and the CEO/Director where appropriate) within 10 calendar days of receiving the appeal form
- invite the appellant to present their case at the review meeting; the appellant may bring a support person of their choice
- ensure that the assessor or staff member whose decision is being appealed is given the opportunity to respond
- arrange for the assessment to be reviewed by an independent assessor not involved in the original assessment, where the panel considers this appropriate or where the appeal is upheld
- provide a written outcome to the appellant within 14 calendar days of the review meeting, including the reasons for the decision and any actions taken

Stage 2 — Internal Review by CEO/Director

If the appellant is not satisfied with the Stage 1 outcome, they may request a further internal review by the CEO/Director within 10 calendar days of receiving the Stage 1 outcome. The CEO/Director will review the matter independently and provide a written outcome within 10 calendar days. This represents QCD's final internal position on the assessment appeal.

Stage 3 — External Mediation

If the appeal remains unresolved following the internal review, the appellant may request that the matter be referred to an external dispute resolution process. QCD agrees to participate in any such process and to be bound by the mediator's recommendations, which will be implemented within 10 calendar days of receipt.

External avenues available to students include:

Organisation	Office of the Queensland Training Ombudsman
Phone	1800 773 048 (free call, 8.30am–4.45pm AEST, Monday to Friday)
Online	trainingombudsman.qld.gov.au
Post	PO Box 15090, City East QLD 4002

Organisation	National Training Complaints Hotline
Phone	13 38 73
Online	www.dewr.gov.au/national-training-complaints-hotline

If the matter remains unresolved after external mediation, the appellant may refer the matter to the Office of Fair Trading or seek independent legal advice. Nothing in this policy limits a student's right to pursue other legal remedies.

COMPLAINTS ABOUT THIRD-PARTY DELIVERY

QCD currently delivers nationally recognised qualifications through third-party arrangements with partner schools, including Wavell State High School and Forest Lake State School. Students enrolled in QCD qualifications through these arrangements have the same rights under this policy as students enrolled directly with QCD.

Complaints or appeals relating to training or assessment services delivered by third parties on QCD's behalf should be directed to Adrian Burke (RTO Manager) at adrian@qldcollegeofdance.com.au or (Administration) at admin@qldcollegeofdance.com.au, using the same procedures outlined in this document. QCD is responsible for investigating and resolving all such complaints, and for ensuring that its third-party partners are aware of and comply with QCD's complaints obligations.

DOCUMENTATION AND RECORDKEEPING

QCD will maintain accurate and secure records of all complaints, appeals, and their outcomes. Records will include:

- the nature and date of the complaint or appeal
- the parties involved
- all correspondence and documentation relating to the matter
- the outcome and reasons for the decision at each stage
- any actions taken as a result of the complaint or appeal

All complaint and appeal records are treated as confidential and stored securely in accordance with QCD's Privacy Policy and applicable privacy legislation. Records will be retained for a minimum of 30 years in accordance with the Compliance Standards for Registered Training Organisations.

The outcomes of complaints and appeals are reviewed regularly by the RTO Manager and reported to the CEO/Director. Trends and patterns are identified and used to inform QCD's Continuous Improvement Register and ongoing quality improvement activities.

CONTINUOUS IMPROVEMENT

QCD treats every complaint, appeal, and piece of feedback as an opportunity to improve its services. The RTO Manager is responsible for:

- recording all complaints, appeals, and feedback outcomes in QCD's Continuous Improvement Register
- identifying trends and patterns across complaints and feedback received
- reporting findings to the CEO/Director on a regular basis
- proposing and implementing improvements to training delivery, assessment practices, student support, or operational systems based on complaint and feedback data

Continuous improvement actions arising from complaints and appeals are reviewed at QCD's management meetings and tracked through to completion.

Document Control

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Reviewed Against: Standards for Registered Training Organisations 2025 (Standards 2.7 & 2.8) | Australian Consumer Law | Privacy Act 1988