

Complaints Handling Policies and Procedures

Policy area	Student Support
Standards	Standards for Registered Training Organisations 2025, Outcome Standard 2.7
Responsibility	All Staff, Trainers and Assessors and Students

1. Purpose

The purpose of this policy and procedure is to ensure:

- information about how to provide feedback and make complaints is publicly available and easily accessible;
- complainants are assisted throughout the process to provide feedback and make complaints;
- persons making a complaint are afforded procedural fairness;
- provide anonymity to make complaints and be protected through the process of complaints handling;
- the College handles complaints within a reasonable timeframe for responding to and resolving complaints;
- the College provides options for further action through relevant third parties where complaints are not resolved;
- outcomes of complaints are documented and communicated; and
- feedback and complaints are used to inform continuous improvement to prevent the reoccurrence.

2. Definitions

Appeal: A request by a student or other stakeholder for a review of a decision made by the College. This may include assessment results, disciplinary decisions or administrative determinations.

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Appellant: The person lodging an appeal against a decision made by the College.

Complainant: The person making a complaint, this may be a student, staff member, employer, trainer or any other person making a complaint. It is not limited to complaints made by students only.

Complaint: Generally negative feedback or concerns about services or people which has not been resolved locally.

Feedback: Comments, suggestions, compliments or concerns provided about any aspect of the College's services. Feedback may or may not require formal follow-up action.

Grievance: A formal expression of dissatisfaction about an issue considered to be serious in nature, which may require formal investigation and resolution.

Respondent: The individual, group, or department who is the subject of a complaint or appeal.

Resolution: The final outcome or decision made in response to a complaint or appeal, which may include corrective action, clarification, or other remedy.

Procedural Fairness: The requirement for all complaints and appeals to be handled in an unbiased, transparent, and timely manner, ensuring that all parties have the opportunity to present their case.

Informal Complaint: A concern raised verbally or by email which is managed and resolved at the local or departmental level without requiring formal procedures.

Formal Complaint: A written complaint submitted through the College's formal process, requiring structured investigation and resolution.

Support Person: A person chosen by the complainant or appellant to accompany and support them during meetings or proceedings. The support person may not act or speak on behalf of the party.

Investigation: The process of examining a complaint or appeal, including reviewing evidence and gathering relevant information to make a determination.

3. Policy statement

3.1 Approach to Complaints

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Magill College Sydney welcomes feedback and is committed to managing complaints through a fair, transparent and accessible process. The College ensures that all complaints are handled in a manner that supports continuous improvement and upholds the rights of all parties involved. To achieve this, the College shall:

- Ensure that individuals who raise a complaint are not subject to any disadvantage or retaliation as a result of doing so;
- Promote a receptive and non-punitive culture that values feedback as an opportunity for improvement;
- Provide multiple accessible channels for lodging complaints, including by email, phone, in-person, to the Administration Manager or other relevant staff members; and
- Publish clear and comprehensive information about the complaints process on the College's official website and in the Student Handbook, including what to expect, how complaints are handled and indicative timeframes for resolution.

3.2 Key Principles of Fair Complaint Handling

Magill College Sydney upholds the principles of procedural fairness in all complaints handling processes. To ensure that every complaint is managed transparently and justly, the College implements the following mechanisms:

- All complaints are assessed and resolved by an impartial person who has no direct involvement in the subject matter of the complaint. This ensures objectivity and removes the potential for any conflict of interest.
- Both the complainant and the respondent (if applicable) are given a fair and equal opportunity to present their perspectives, provide relevant evidence, and respond to any information presented during the process. This promotes a balanced and inclusive approach to resolution.

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- Complaints are handled in accordance with established procedures to ensure consistency, reliability, and integrity in the College's approach. Similar complaints are assessed using the same criteria to maintain equity and predictability in outcomes.
- The complainant will be advised in writing of any outcomes or decisions prior to their implementation. This allows the complainant the opportunity to respond or seek clarification before any action is taken.
- The College recognises the sensitive nature of complaints and is committed to safeguarding the privacy of all parties involved. Complaint records and any personal information disclosed are handled in strict confidence and are only shared with those who are directly involved in the resolution process, in line with relevant privacy legislation and College policies.

These measures reflect the College's commitment to fairness, accountability, and the respectful treatment of all students and stakeholders.

3.3 Early Resolution of Complaints and Open Communication

Magill College Sydney encourages the prompt and respectful resolution of concerns as they arise to promote an environment of open communication and proactive problem-solving. Wherever practicable, the College encourages all students and staff to address concerns informally and at the earliest possible stage. Many issues that arise during training, assessment or day-to-day operations can be effectively resolved through direct and respectful dialogue between the parties involved, without the need for a formal complaint process.

All trainers, assessors and staff members are expected to be accessible and receptive to concerns raised by students, and to make reasonable efforts to clarify misunderstandings or resolve issues in a constructive and timely manner. However, not all matters can be adequately resolved through informal discussion. If the concern is of a serious nature, involves allegations of misconduct, bullying or discrimination, or cannot be resolved satisfactorily at the preliminary level, it will be escalated in accordance with the formal complaints process as set out in this policy. The College recognises that certain matters may

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require a more structured and impartial approach to ensure procedural fairness and a consistent application of its policies.

To support early resolution and ongoing improvement, the College has implemented a real-time system for collecting student feedback, suggestions and informal complaints throughout the Block or Term. This system allows staff to document and report issues as they arise, reducing delays between the identification of a concern and any required action. As such, all trainers, assessors and support staff are encouraged to be attentive to student input, whether shared during classroom activities, informal conversations, phone calls, or interactions via the official internal communication channels.

Upon submission, the feedback will be reviewed and triaged by the appropriate department to determine whether it requires follow-up, action or system-level improvement. If the matter affects multiple departments, an interdepartmental meeting may be convened. Any outcomes or actions taken will be recorded in the Continuous Improvement Register, and relevant staff will be trained in how to complete and maintain this record accurately.

Students may provide feedback anonymously or choose to include their name and student ID. While all feedback will be reviewed, follow-up communication is only possible if identifying information is provided.

The following format should be used by staff to document relevant cases:

Student Feedback, Complaint and Information – Case Summary

- Location:
- Date:
- Student Name (if disclosed):
- Student ID (if disclosed):
- Course (if applicable):
- Feedback/Complaint/Information:

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Magill College Sydney values staff involvement in this process and encourages all team members to contribute actively to the identification of concerns and the ongoing enhancement of the student experience.

Where appropriate, students and staff may seek assistance or advice from a third party such as the Administration Manager, Student Services Manager or relevant departmental head to help facilitate informal resolution. Regardless of the outcome, all parties are encouraged to approach complaints with a commitment to fairness, confidentiality and continuous improvement.

3.4 Academic and Non-Academic Complaints

In order to facilitate an efficient, fair and contextually appropriate response to complaints, Magill College Sydney classifies all complaints into two broad categories: academic and non-academic. This classification enables the College to channel each matter through the most suitable resolution pathway and ensures that issues are addressed by staff with the relevant expertise and authority.

Academic complaints pertain to matters directly related to the delivery, assessment, and recognition of learning. These may include, but are not limited to:

- Concerns regarding training and assessment processes, outcome, or marking integrity;
- Concerns regarding a trainer, assessor or staff member;
- Disputes over academic progression, feedback, or course completion requirements;
- Issues involving the quality or relevance of course content, materials or delivery;
- Concerns regarding attendance or course progress;
- Allegations of academic misconduct;
- Concerns regarding Statements of Attainment, Certificates, Recognition of Prior Learning (RPL), Credit Transfer (CT), or Course Credit decisions; and
- Concerns regarding any related party that the College has an arrangement with to deliver the training and assessment.

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Non-academic complaints involve matters that fall outside the academic subject and generally relate to administrative aspect of the student experience. These may include, but are not limited to:

- Enquiries or concerns regarding student administration and support services;
- Concerns regarding a trainer, assessor or staff member;
- Marketing practices, public communications or published information;
- Campus facilities, safety or access to resources;
- Financial concerns, including fees, payment terms and refund processes;
- Privacy and the handling of personal or sensitive information;
- Concerns regarding education agents or student's representatives;
- Personal concerns, including harassment, bullying, discrimination or grievances involving staff, trainer, assessor or other students;
- Concerns regarding any related party that the College has an arrangement with to deliver support services; and
- Welfare-related matters impacting the student experience.

While the College applies a consistent complaints management framework to all matters, the nature of the complaint will determine the responsible department or individual for managing its resolution.

The Academic Complaints Panel may comprise of:

- A delegated senior trainer or assessor
- General Manager
- Administration Manager
- Principal Executive Officer (PEO)
- Other relevant senior personnel delegated by the PEO

The Non-Academic Complaints Panel may comprise of:

- General Manager

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- Administration Manager
- Senior manager of the concerned department
- PEO
- Other relevant senior personnel delegated by the PEO

This ensures that complaints are handled by those with the appropriate authority and expertise to investigate and resolve the matter fairly and efficiently.

3.4 Lodging a Formal Complaint

Magill College Sydney recognises that concerns may arise in a variety of contexts and encourages all individuals to raise any matter of dissatisfaction or perceived unfairness so it can be addressed promptly and appropriately. A complaint may be submitted in any form (whether verbally, in writing, or electronically) and does not need to follow a formal template or structure in order to be acted upon. The College acknowledges that barriers to formal reporting may exist and is committed to ensuring that all complaints, regardless of format, are treated seriously and respectfully. There shall be no cost or fee associated with lodging a complaint.

The completed Complaint Form is to be submitted to the Administration Manager either in hard copy or electronically via the following contact details:

- Administration Manager
- Email: admin@magill.edu.au
- Address: Level 4, 695-699 George Street, Haymarket NSW 2000

Complaints may be raised by any person, including current or former students, prospective students, staff members, education agents, contractors or members of the public. While the use of the College's official Complaint Form is recommended to ensure clarity and completeness of information, it is not mandatory. The Complaint Form is available on the Magill College Sydney website. Staff must escalate any unresolved or serious matters to the General Manager without delay, even if the issue was initially raised informally.

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All complaints will be managed with the highest level of confidentiality, which is that the College strictly prohibits the disclosure of any information related to a complaint to an external party without the express written consent of the complainant, unless required by law or regulation. Any decision to release such information must be authorised by the Principal Executive Officer (PEO). Complainants will be asked to provide written permission before any details are shared with third parties.

Where a student's complaint is assessed by the General Manager as having sufficient merit to proceed to formal investigation, the investigation will be formally opened and Magill College Sydney will maintain the complainant's Confirmation of Enrolment (CoE) throughout the process of the investigation and resolution process. This ensures that no student is disadvantaged academically or administratively as a result of lodging a complaint. This includes providing the complainant with timely access to relevant information, a fair opportunity to present their case, and the right to respond before any decision or outcome is finalised.

The complaints process is designed to be inclusive and accessible. The complainant may be accompanied and/or assisted by a support person of their choosing, such as a friend, relative or staff advocate, throughout the process. Where language may be a barrier, the College will offer a translator in their preferred language (if possible) or they may request to bring a translator to ensure effective communication and equitable participation in all discussions and meetings.

Students or other individuals who may require additional supports, such as those with impairment, disability or unfamiliarity with the procedures, are encouraged to contact Student Services for assistance in lodging a complaint. The College will take all reasonable steps to support equitable access to the process.

3.5 Communicating the Complaint Handling Policy and Procedure

The complaints handling policy will be:

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- Publicly available on the Magill College Sydney Website
- Integrated into the Magill College Sydney Student Handbook
- Integrated into the Magill College Sydney Policy and Procedures

Complainants are also encouraged to provide feedback to their Trainer or Assessor, the Administration Manager or any other Magill College Sydney staff member at any time, as outlined in the *Student Handbook*.

3.6 Receiving and Categorising Complaints

The College is committed resolving complaints in a reasonable timeframe and without unnecessary delay. While we will respond to all complaints in a timely manner, some complaints may require more urgent attention than others, and some complaints may take longer to resolve than others.

– Written Acknowledgement:

Upon receipt of a complaint, Magill College Sydney will issue a written acknowledgement to the complainant within two (2) working days via email. This email acknowledgement will be sent to the email address as listed in the Complaints Form. This serves to confirm receipt of the complaint and to assure the complainant that the matter will be reviewed and a formal response provided as soon as practicable. The acknowledgement will also inform the complainant that they will receive a written outcome once the review has been completed and/or request further information.

– Initial Assessment and Categorisation:

Magill College Sydney will triage complaints by classifying complaints based on severity, urgency, and nature and prioritising cases that need immediate attention. An initial assessment and categorisation of the complaint will be conducted within two (2) working days based on:

- **Severity:** Determine if the complaint involves safety, harassment, discrimination, or legal concerns, which would necessitate urgent action. Less

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severe complaints could involve general dissatisfaction or requests for improvement.

- **Urgency:** By assessing how soon the matter needs to be resolved. Issues that impact current training delivery or present reputational risks may be escalated.
- **Nature of Complaint:** By identifying the specific area to which the complaint relates, such as training and assessment, practices, trainer conduct, administrative services, student support or the adequacy of campus facilities and resources.

Following the initial assessment, each complaint will be assigned a priority level based on its severity, urgency, and potential impact, in such a way that priority levels guide the response time and escalation required. The levels are defined as follows:

- **Critical:** Complaints involving legal obligations, safety risks, serious misconduct, or any matter that may have an immediate impact on the physical or psychological well-being of a student or staff member. These require immediate action.
- **High:** Complaints that significantly affect the quality of training, assessment, or the student experience. Examples include serious concerns about trainer conduct, inappropriate behaviour or major issues with the training and assessment practices.
- **Medium:** Complaints that are important but do not require immediate resolution. These may include issues related to timetabling, access to services or communication delays.
- **Low:** Minor concerns that are administrative or preference-based in nature, such as requests for changes in procedure or feedback on non-urgent matters. These can be addressed in due course without disruption to service delivery.

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3.7 Complaints Investigation Timeframe

Initiation of Investigation Stage

Magill College Sydney is committed to managing all complaints with a high degree of professionalism, fair and transparent manner. The College acknowledges the importance of resolving complaints efficiently, while also ensuring that each matter is thoroughly examined in accordance with the principles of natural justice and procedural fairness.

Complaints assessed as severe and allocated a critical priority rating, particularly those involving safety concerns, allegations of misconduct, discrimination or potential legal implications will be escalated for immediate review and response. In such cases, interim measures may also be considered to protect the welfare of any parties affected while the matter is being investigated.

For all complaints, irrespective of their nature or priority level, the College will initiate the formal complaint resolution process within ten (10) working days of lodgement. Within this same timeframe, the complainant will receive a formal written response acknowledging receipt of the complaint, confirming that the matter is under review and outlining the anticipated steps in the investigative process.

Ongoing Communication During Investigation Stage

Throughout the investigation process, the College will ensure that the complainant is kept informed of the status of their case by provide regular updates no less frequently than once every two (2) weeks. The written updates shall provide the complainant with timely updates of the progress and any emerging developments. These updates may also include confirmation of actions taken or indicative timeframes for completed and next steps.

In the event that the case involves complexity or extenuating circumstances where the complaint cannot reasonably be finalised within the twenty (20) working day period, the matter will be escalated to the General Manager. The General Manager will issue a written notice to the complainant outlining the reasons as to why the investigation has extended beyond the twenty (20) working day timeframe, the expected revised timeframe for completion and any interim measures taken. In such instances, the College will continue to

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maintain fortnightly written communication with the complainant, ensuring transparency is maintained throughout the extended period.

Review and Determination Stage

Magill College Sydney endeavours to conclude the complaint process within twenty (20) working days of the initial receipt of the complaint. This target timeframe reflects timely resolution, while allowing for a comprehensive review of the facts, interview with the parties, relevant documentation and any supporting statements. Where it is feasible to do so, complaints should be resolved sooner to minimise disruption and provide closure to all parties.

3.8 Procedure for Investigating Formal Complaints

Following the formal lodgement of a complaint, Magill College Sydney undertakes a structured and impartial investigation process to ensure that all relevant facts are properly considered and that a fair and appropriate resolution is achieved. The College recognises that the integrity of the investigation stage is critical in upholding procedural fairness, maintaining confidence in its internal processes, and ensuring the wellbeing of all individuals involved.

Upon receipt of the complaint, the matter will be reviewed by the General Manager and/or the PEO to determine the appropriate course of action. The College will assign responsibility for conducting the investigation to an appropriate senior staff member who has no conflict of interest in the matter. This individual will act as the lead investigator and will coordinate the collection of information, facilitate communication between parties and ensure that the process is carried out in accordance with the College's policies and relevant regulatory requirements.

The scope of the investigation may include, but is not limited to:

- **Clarification of Complaint Details:** The investigator will review the initial complaint to clarify the issues raised and identify the key areas requiring examination. This may involve follow-up communication with the complainant to obtain further

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information or documentation. The communication process will typically be conducted in the form of an email or an initial appointment may be scheduled for this purpose.

- **Notification of Affected Parties:** Where the complaint involves or refers to another individual or party, such as a trainer, assessor, staff member or another student, the individual will be provided with the opportunity to respond to the complaint and present relevant information, either in writing or through an interview. This ensures that all perspectives are taken into account and that natural justice is upheld.
- **Interviews and Fact-Finding:** The investigator may conduct interviews with the complainant, the respondent and any witnesses or relevant third parties. These interviews will be conducted confidentially and in a respectful manner. Both the complainant and the respondent have the right to be accompanied by a support person, such as a colleague, friend or representative, at any stage of the interview or related meetings.
- **Review of Documentation and Evidence:** The investigator will examine all relevant documentation, which may include emails, enrolment records, attendance data, assessment records, student folder, any previous complaints log, correspondence or any other evidence related to the matter under review.
- **Consultation with Subject Matter Experts or External Authorities (if required):** Where necessary, the College may consult with appropriately qualified internal or external personnel for guidance on complex matters (e.g. legal, compliance or technical issues).
- **Consideration of Relevant Policies and Procedures:** The investigation will also involve reviewing the College's internal policies, procedures and code of conduct to determine whether any breach or non-compliance has occurred, and to ensure consistent interpretation and application of standards.

Throughout the investigation, the College is committed to ensuring confidentiality, impartiality and procedural fairness. The presumption of innocence will be maintained until the investigation is concluded and a determination is made. All parties involved will be given a reasonable opportunity to present their case, respond to evidence, and participate in the process without fear of reprisal.

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3.9 Application of Procedure Fairness and Natural Justice

All complainants will be afforded the opportunity to formally present their case at no cost, and without disadvantage or prejudice. The College recognises that the process of making a complaint can be complex or intimidating, and therefore all complainants and respondents may be accompanied by a support person or representative of their choice at any stage of the complaint resolution process. This may include a colleague, friend, family member, or interpreter.

The College acknowledges that procedural fairness must be observed particularly where the rights, interests or legitimate expectations of a person may be affected by the outcome. To this end, the following principles shall be applied in the management of complaints:

Responding to Allegations

Where a complaint involves allegations made against another person, Magill College Sydney endeavours that both sides of the matter are heard before any decision is made. The person who is the subject of the complaint must be fully informed of the allegations, given reasonable time to respond, and provided with access to any relevant material. The person responding to the complaint shall have the right to:

- Present arguments or evidence in their favour;
- Show cause why a proposed action should not be taken;
- Deny or clarify any allegations;
- Call for evidence or submit material to disprove the claims;
- Explain their actions or provide alternative context; and
- Present any mitigating circumstances that may reduce the perceived severity of the issue.

The complainant has the right to not respond to such request for further information, however the College will make decisions based on the evidence presented before them. These rights are critical to ensuring a fair and balanced resolution process and must be upheld consistently.

Fair Consideration of Evidence

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Magill College Sydney is responsible for ensuring that all evidence submitted during a complaint investigation is considered fairly, impartially and without pre-judgement. Investigators must base their conclusions on verifiable facts, not assumptions or hearsay. All responses, explanations and documentary evidence must be weighed objectively, with the final decision being reasonable, proportionate and consistent with the College's policies and ethos.

Referral to Authorities

Where a complaint involves allegations of serious misconduct, unlawful behaviour, or potential criminal activity, such as assault, fraud, theft, or harassment, the matter may overlap into the scope of activities that requires the College to report the matter externally. In such cases, the College reserves the right to refer the matter to an appropriate external agency such as the NSW Police or another regulatory or enforcement body. Where such a referral is made, the parties involved will be notified in writing, and the internal process may be temporarily suspended to avoid interference with any external investigation or legal proceedings.

3.10 Investigation Outcome and Communication Process

The communication of outcomes is a critical phase in the complaint resolution process, as it ensures that decisions are not only conveyed effectively but are also understood in the context of fairness, procedural integrity and the rights of the individuals concerned.

At the conclusion of the investigation, the College will provide a formal written notification to the complainant and, where applicable, to any individual who is the subject of the complaint within twenty (20) working days of receiving the complaint. This written notification will serve as the official record of the complaint's resolution and will include the following:

- A summary of the complaint, timeline and key issues raised;
- The findings of the investigation based on evidence considered;
- The final determination or decision reached by the College;
- The reasons and rationale that informed the outcome;
- Details of any actions, remedies or corrective measures to be implemented; and

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- Information regarding the complainant's right to seek further review through an internal appeal or by accessing an external complaints body.

In cases where the matter is straightforward and can be resolved informally or with minimal intervention, the signed Complaint Form may be used as sufficient written documentation of the resolution. This form will outline the agreed-upon outcome, the steps taken to resolve the matter and the reasons for the decision. However, where the matter is complex, sensitive, or involves multiple parties or allegations, a more detailed and formal report will be issued to the complainant in the form of an email report. This report will comprehensively outline the scope of the investigation, present a summary of evidence reviewed and provide a structured explanation of the conclusions reached and the steps to be taken by the College, if any.

Magill College Sydney endeavours to issue the written outcome to the complainant within twenty (20) working days of the formal receipt of the complaint. This timeframe reflects the College's commitment to resolving matters in a timely and efficient manner, while ensuring that each case is afforded the level of attention, care and diligence it requires. Where it is feasible to do so, the College will seek to resolve and communicate outcomes earlier to minimise disruption and provide clarity and closure for the individuals involved.

In the event that the complaint cannot be finalised within the twenty-day timeframe due to the complexity of the issues, the need for third-party consultation or referral to authorities, the College Principal or delegate will notify the complainant in writing prior to the end of the original timeframe. This written update will include:

- A clear explanation of the reason(s) for the delay;
- An updated estimate for completion of the process; and
- Providing the complainant with regular progress updates at least once every fortnight until the matter is resolved.

The College recognises that clear communication at this stage is essential to maintaining confidence in the integrity of the complaints process. As such, the written outcome will be delivered in a professional and accessible format, ensuring that the rationale is explained in plain language, with technical or policy references clarified as appropriate.

3.11 Opportunity to Internally Appeal Decision

Students of Magill College Sydney have the right to lodge an internal appeal in instances where a decision made by the College directly relates to, or materially affects, their enrolment, academic standing or general participation in the College's programs. Appeals cannot be lodged in relation to decisions that do not impact the individual student or fall outside the scope of their enrolment and rights.

All students are required to maintain their enrolment and continue to attend their scheduled classes throughout the duration of the appeals process. This ensures continuity of learning and safeguards the student's academic progression while the matter is under formal review. Students will not be subject to any fees or charges for lodging an internal appeal.

Should a student remain dissatisfied with the outcome of a complaint, or should concerns remain unresolved through the initial resolution processes, they may proceed with a formal appeal in accordance with the College's Appeals Policy and Procedures. Students requiring assistance in preparing their appeal may request support from the Administration Manager, who may assist in completing the Student Appeals Form.

The completed form must be submitted to the Administration Manager via one of the following channels:

- Email: admin@magill.edu.au
- In person: Delivered to the College reception during business hours (Monday to Friday, 9:00am to 5:00pm)
- By post:
*The Administration Manager
Magill College Sydney
Level 4, 695–699 George Street
Haymarket NSW 2000*

To be valid, an internal appeal must be submitted within twenty (20) working days of the student receiving written notification of the decision or finding. Appeals submitted outside

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this timeframe may not be accepted unless exceptional or compelling circumstances can be demonstrated, and at the discretion of the College.

3.12 Implementation of Decision

Magill College Sydney ensures that the outcomes arising from the complaint resolution process are enacted with due diligence and in accordance with procedural requirements. Once a determination has been made, the College will take appropriate steps to implement the resolution in a timely and orderly manner, aligning with internal governance standards and quality assurance protocols.

The College will proceed to implement the outcome of the complaint once any of the following conditions have been met:

- The complainant has not accessed the internal appeals process within twenty (20) working days of being notified of the complaint outcome;
- The complainant has completed the internal appeals process and the outcome has been upheld in favour of the College and does not access the external appeals process within ten (10) working days;
- The complainant has pursued an external review process, and the outcome of that review favours original decision made by the College; and
- The complainant has formally withdrawn the complaint or appeal.

No action will be taken to implement the outcome if an appeal is in progress, until that process is finalised. The implementation of decisions will be managed in accordance with procedural fairness and will take into account any additional requirements identified through internal or external review processes.

3.13 Record Management of Complaint Records

Magill College Sydney recognises the critical importance of accurate, secure and compliant record-keeping in the effective management of complaints. All records related to complaints are maintained in both electronic and physical student files and are subject to the College's overarching data management and confidentiality protocols. These records may include but are not limited to:

- Email correspondence exchanged between the complainant and College personnel;
- Completed complaint form;
- Meeting notes, interview transcripts and written statements;
- Internal memos, action plans and file notes created throughout the resolution process;
- Any communication with external agencies; and
- Final outcome letters and notification of decisions.

Each complaint is recorded in the College's Complaints and Appeals Register, which serves as a centralised repository for tracking and monitoring complaints. This system maintains a structured log of the complaint lifecycle, including:

- A summary of the issue raised and the nature of the complaint;
- Names of involved parties and departmental responsibilities;
- Key dates and actions taken at each stage of the process;
- Findings and decisions made by the General Manager, PEO or College Representative;
- Final resolution and closure date;
- Any corrective or preventative measures arising from the complaint; and
- Opportunities for improvement flagged for review through the College's Continuous Improvement Policies and Procedures.

Access to these files is strictly limited to authorised staff as designated by the General Manager. Files stored in the complaint management system are further restricted to administrators and relevant managers with defined permissions.

In accordance with the College's commitment to data integrity, the following procedures are enforced to ensure the safe preservation and protection of records:

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- All physical and electronic records are stored in secure environments that prevent unauthorised access, interference or modification;
- Documents containing personal or sensitive information are kept strictly confidential;
- Physical records must be protected against loss or damage from environmental factors, including fire, stormwater, pests or general deterioration;
- Electronic records are protected against corruption, cyber threats, and system failures through secure servers and encrypted storage; and
- Data is routinely backed up and stored in an offsite location (i.e. Cloud backup) to safeguard against unexpected hardware or system failure.

Furthermore, a detailed correspondence record is created for each complaint interaction. This includes a complete log of all communication, whether verbal (summarised and documented) or written, exchanged with the complainant and any involved parties. These communications, including formal letters, emails and internal messages, must be retained within the complaint file to provide a full record of the investigation process.

3.14 Anonymity and Whistleblowing

The College supports the responsible disclosure of such matters through appropriate whistleblower channels and ensures that individuals who report concerns in good faith will be treated with integrity and respect.

Complainants may elect to submit their concerns or feedback anonymously if they believe that disclosing their identity may expose them to adverse consequences such as reprisal, disadvantage or discrimination. While the College recognises that anonymity may constrain its capacity to investigate and resolve the matter in full, all reasonable efforts will be made to assess and act upon the information provided, to the extent that it is practicable.

Whistleblower reports may be directed confidentially to the PEO, General Manager, Administration Manager and Financial Accountant to complaints@magill.edu.au. This is to prevent that any complaints being disclosed are not directed to an individual, but rather a panel of College senior representatives, particularly to review systematic issues and/or governance oversight. All disclosures made under this process will be handled with the

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utmost confidentiality, and the identity of the individual will not be revealed without consent, unless required by law.

Magill College Sydney observes its obligations under relevant legislation and internal governance policies to protect whistleblowers from victimisation, retaliation or disadvantage as a result of their disclosure. Reports of misconduct, corruption or unethical behaviour will be reviewed independently and objectively to ensure appropriate and proportionate action is taken in response.

3.15 Period of Retention of Complaints Records

To support transparency, compliance, and potential future reference, the College maintains all complaint-related documentation for a minimum period of five (5) years from the date of finalisation. This retention period applies to both physical and electronic records, including but not limited to correspondence, interview notes, meeting records, outcome letters, and evidence of corrective actions or resolutions undertaken.

4. Considerations

4.1 Relationship to Continuous Improvement

Magill College Sydney regards its complaints management process not only as a vital tool for addressing individual grievances, but also as a mechanism for driving continuous improvement across all areas of its operation. The College recognises that well-handled complaints often highlight underlying gaps or inefficiencies in its training, assessment, and administrative systems, and these insights are critical to enhancing overall service quality and student experience.

Therefore, Magill College Sydney treats them as valuable opportunities to reflect, evaluate and improve existing policies, processes and practices. Staff involved in the resolution process are expected to actively identify and document any systemic issues or recurring themes that

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emerge during the course of an investigation. These insights must then be reviewed to determine whether corrective or preventative actions are warranted.

Following the resolution of a complaint, consideration is to be given to whether operational or procedural improvements are necessary to mitigate the risk of reoccurrence. Identified opportunities for improvement should be formally recorded and, where appropriate, entered into the College's Continuous Improvement Register for actioning by the relevant department. All actions taken are tracked to ensure accountability and transparent follow-through.

This approach ensures that the complaints process is not only remedial but also developmental in nature, contributing to the College's self-assurance, stakeholder satisfaction and the delivery of consistently high standards in training and assessment.

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5. Procedure

Steps	Person/s responsible
5.1 Complaints Handling	
<p>i. Inform complainants of Complaints Handling process</p> <p>Upload Complaints Handling Policy and Procedure on our website and provide to complainant in the Student Handbook.</p>	<p>PEO</p> <p>General Manager</p>
<p>ii. Receive Complaint</p> <p>A complaint may be received in any form (written or verbal) although persons seeking to make a complaint are recommended to complete the <i>Complaint Form</i> which is available to them on the Magill College Sydney website or can be obtained from the Magill College Sydney office.</p> <p>There is no time limitation on a person who is seeking to make a complaint. Where a complaint is assessed by the General Manager as having sufficient merit to proceed to formal investigation,</p> <p>The completed Complaint Form is to be submitted to the Administration Manager either in hard copy or electronically via the following contact details:</p> <p>Administration Manager</p> <p>Email: admin@magill.edu.au</p> <p>Address: Level 4, 695-699 George Street, Haymarket NSW 2000</p>	<p>Any staff member</p> <p>Administration Manager</p> <p>Student Services Manager</p>

	<p>If a complainant has any difficulty accessing the required form or submitting the complaint to Magill College Sydney, they are advised to contact Magill College Sydney immediately at the following phone number:</p> <p>02 8061 6980</p> <p>If the complainant is a child or young person, they may enlist the support of a family member or carer, or the Administration Manager or the Student Services Manager, in explaining the complaint process and helping them to complete the Complaint Form.</p>	
iii.	<p>Acknowledge receipt of complaint</p> <p>The complainant must be provided a written acknowledgement as soon as possible and no later than two (2) working days from the time the complaint is received using the written acknowledgement email template. The acknowledgement must inform the complainant that they will receive a written response within ten (10) working days and explain the complaints handling process and the person's rights and obligations.</p>	Administration Manager
iv.	<p>Determine complaint handling priority.</p> <p>Initial Assessment and Categorisation - Triage complaints by classifying complaints based on severity, urgency, and nature, and prioritising cases that need immediate attention. An initial assessment and categorisation of the complaint will be conducted within two (2) working days based on:</p> <ul style="list-style-type: none"> Severity: Determine if the complaint involves safety, harassment, discrimination, or legal concerns, which 	General Manager Administration Manager

	<p>would necessitate urgent action. Less severe complaints could involve general dissatisfaction or requests for improvement.</p> <ul style="list-style-type: none"> • Urgency: Consider how soon the issue needs to be resolved. Complaints that could impact ongoing training sessions or reputation may need to be escalated. • Nature of Complaint: Identify if it's related to training and assessment, trainer behaviour, administrative issues, or facilities. <p>Prioritisation Assign a priority level (e.g., critical, high, medium, low) based on the assessment. For instance:</p> <ul style="list-style-type: none"> • Critical: Complaints with legal or safety implications, or those that could harm complainants' well-being. • High: Issues with significant impact on training quality or participant experience, such as trainer behaviour or course content. • Medium: Less urgent issues, like scheduling or minor logistical concerns. • Low: Minor complaints, often administrative or preference-based, which do not require immediate resolution. 	
v.	<p>Record Complaint</p> <p>The complaint must be entered into the <i>Complaints Register</i>. The Complaints Register identifies the complainant, relation with Magill College Sydney, nature of complaint,</p>	Administration Manager

	<p>findings/outcomes, any links with the Continuous Improvement report and the dates received and closed. Prior to entering the complaint form into the register, check if the person has not already submitted a complaint, if it is accurately recorded or if it has been recorded as a subsequent contact.</p> <p>The complaints register within the Student Management System (SMS) is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaints handling must be stored securely to prevent access to unauthorised personnel.</p>	
vi.	<p>Review and investigate complaint</p> <p>The complaint is forwarded to the General Manager and/or Principal Executive Office for review by the panel. The GM and PEO will determine if the complaint requires further investigation or consultation or if the matter can be solved internally.</p>	<p>General Manager</p> <p>PEO</p> <p>Academic Panel</p> <p>Non-Academic Panel</p>
vii.	<p>Keep the complainant up to date</p> <p>As the complaint handling is progressing, the complainant is to be provided with regular updates not less than every two weeks advising them of the status of the complaint and how it is progressing via email.</p>	<p>Administration Manager</p>
viii.	<p>Give opportunity to respond (if applicable)</p> <p>Where a complaint is made about or involves allegations about another person, Magill College Sydney is obliged to inform this person about this complaint or allegation and provide them</p>	<p>General Manager</p> <p>Administration Manager</p>

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	the opportunity to respond and present information in response to the issues raised.	PEO
ix.	<p>Refer to external authority (if applicable)</p> <p>Where a complaint is received by Magill College Sydney which involve allegations about alleged criminal conduct, Magill College Sydney are to recommend the person making the complaint refer the matter to the relevant State or Territory Police Service.</p>	<p>General Manager</p> <p>PEO</p>
x.	<p>Determine response and communicate to the complainant</p> <p>The General Manager and/or the PEO reviews the outcomes of the investigation/consultation and determines the complaint response within twenty (20) working days.</p> <p>Communicate the findings and outcomes to the complainant through an official email sent from the General Manager or their delegate.</p>	<p>General Manager</p> <p>Administration Manager</p> <p>PEO</p>
xi.	<p>Implement response and advise complainant</p> <p>The outcome of the complaint will be documented and provided to the complainant in writing, either via a signed Complaint Form (for straightforward matters) or a detailed complaints report (for complex cases), within twenty (20) working days.</p> <p>The decision will only be implemented when:</p> <ul style="list-style-type: none"> The complainant does not lodge an internal appeal within twenty (20) working days, 	<p>Administration Manager</p> <p>General Manager</p>

	<ul style="list-style-type: none"> The internal or external appeals process has been exhausted and the outcome supports the College's decision, or The complainant formally withdraws the complaint or appeal. 	
xii.	<p>Consider any Opportunities for Improvement to this process</p> <p>Consider the opportunities for improvement that may have emerged during the process and record these within a Continuous Improvement Register for consideration at a future management meeting.</p>	<p>Administration Manager</p> <p>General Manager</p> <p>Trainer / Assessor</p> <p>PEO</p>
xiii.	<p>Document Response</p> <p>The complaint must be updated and recorded in the student's file both in physical and electronic format. All associated documents, correspondences, evidence, statements and any other important documents relevant to the complaint should be retained.</p>	<p>Administration Manager</p>

6. Other documents to consider with this policy

Policies

- Appeals Policies and Procedures
- Management Meeting
- Continuous Improvement

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Forms

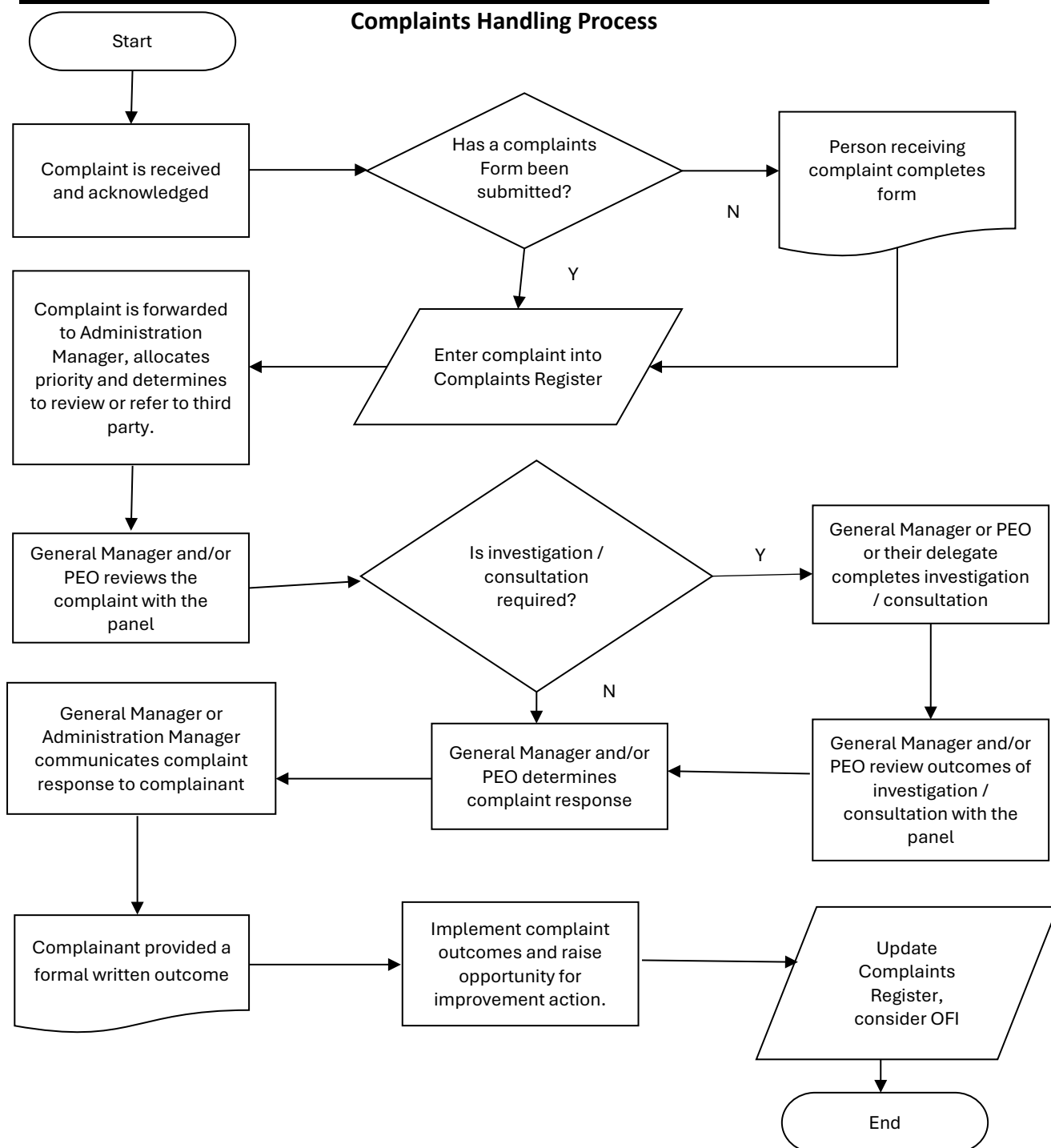
- Complaints Form
- Complaints Register
- Continuous Improvement Register

Handbooks, manuals or other documents

- Student Handbook

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7. Flow chart



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8. Reference(s)

Standards for Registered Training Organisations (RTOs) 2025

Outcome Standard 2.7

VET students have access to processes to give feedback and make complaints about the services provided by the NVR registered training organisation or a third party.

Performance indicators – An NVR registered training organisation demonstrates that it:

- a. operates a feedback and complaints management system that:
 - i. enables VET students to give feedback and make complaints about services provided by the organisation, any third parties, and any person employed or contracted by the organisation;
 - ii. ensures all parties to a complaint are afforded procedural fairness; and
 - iii. specifies reasonable timeframes for acknowledging, investigating, and resolving complaints;
- b. ensures that information about how to give feedback or make a complaint through the feedback and complaints management system is publicly available and easily accessible by VET students;
- c. documents the outcomes of complaints and communicates them to the complainant; and
- d. ensures that the outcomes of complaints are used by the organisation to inform continuous improvement.

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National Code of Practice 2018

Standard 10 — Complaints and Appeals

10.1 Registered providers must have documented internal complaints handling and appeals processes that are fair, easily accessible, and inexpensive for overseas students.

10.2 Providers must manage complaints and appeals in a professional, fair and transparent manner and according to procedural fairness.

10.3 Providers must have an internal complaints handling and appeals process that addresses complaints or appeals about matters that are the provider's responsibility, including decisions made by the provider and the quality of education and training provided.

10.4 Providers must inform overseas students about the complaints and appeals process during the enrolment process and provide details of external complaints and appeals processes available to students.

10.5 Providers must maintain records of all complaints and appeals and their outcomes.

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