

Bendigo Kangan Institute

VET Complaints Policy

1.0 Purpose

This policy outlines VETASSESS' approach to responding to complaints from customers who have applied for a Vocational Education and Training (VET) service.

Our policy adheres to applicable Australian government legal requirements, standards, and guidelines.

This policy aligns with National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 2.7 and 2.8.

2.0 Scope

This policy applies to customers of the following Vocational Education and Training Services including applications for:

- Recognition of Prior Learning (RPL)
- Temporary Skill Shortage (TSS) Program
- Offshore Skills Assessment Program (OSAP)
- Australian Technical Competency Statement (ATCS) Assessments
- Job Ready Program (JRP)

3.0 Legislative and Regulatory References

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025

4.0 Policy Statement

- 4.1 The policy is based on the principles of natural justice and procedural fairness. VETASSESS will ensure complaints and feedback are recorded, acknowledged, and dealt with fairly, efficiently, and effectively. Any concerns from customers will be dealt with in an equitable and impartial manner, respecting all privacy and confidentiality matters.
- 4.2 Complaints and feedback can be made verbally (via telephone or face-to-face), online (website, social media) or in writing (email).
- 4.3 Customers and Applicants can make a complaint or provide feedback regarding any aspect of their experience, including the assessment process and the assessment outcome, VETASSESS staff member, other applicants, VETASSESS facilities including third party facilities, provided the grounds for making the complaint are reasonable.
- 4.4 Complaints will be acknowledged in writing and responded to within 10 business days from the date the complaint was received. In some cases, additional time may be required for more complex complaints.

Approval Authority: Executive Director, VETASSESS

Doc Custodian: Director of Vocational Education and Training

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4.5 Where more than 10 business days are required to process and finalise the complaint, the complainant will be informed in writing, including reasons why more than 10 business days are required.

4.6 Complaints which highlight recurring issues in process or management of complaints will be analysed for root cause.

4.7 All complaints and feedback will be reviewed, analysed, and escalated to management for attention.

4.8 The process for making a complaint is outlined in Appendix 1.

5.0 Roles and Responsibilities

Role	Responsibilities
Executive Director, VETASSESS	Ultimate accountability for this policy rests with the Executive Director
Director of Vocational Education and Training (VET)	Responsible for implementing and disseminating this policy The Director of Vocational Education and Training, or their delegate, is also responsible to investigate, respond, and take appropriate action when a complaint is received
VET Compliance Coordinator	Responsible for the development, review, and monitoring of this policy

6.0 Definitions

Word/Term	Definition
Complaint	Any genuine expression of dissatisfaction or concern about a service, staff member, or product
Principles of Natural Justice	These principles allow the appellant to tell their side of the story without bias. They grant the applicant right to be heard and the right to a fair and impartial appeal process

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Word/Term	Definition
Procedural Fairness	Procedural Fairness requires VETASSESS to respond to a request for appeal without undue delay and in a fair and equitable manner

7.0 Supporting Policy Documents and Forms

Document Name
P-01-VET-Appeals Policy
P-02-VET-Assessment Policy
PR-24-VET Complaints Procedure

8.0 Version Control and Change History

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
1.0	July 2021	Director of VET	New Policy	Executive Director, VETASSESS
1.1	September 2021	Director of VET	Included RPL Complaints content	Executive Director, VETASSESS
1.2	February 2023	Director of VET	Updated Policy template and Policy Statement	Executive Director, VETASSESS
1.3	March 2023	Director of VET	Update Policy statement 3.3 to include complaints about staff, assessors, third parties providing services on behalf of VETASSESS or another applicant. Update Head of VET title error.	Executive Director, VETASSESS

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1.4	May 2024	Director of VET	Yearly review – change of template. Edited for readability, no change in policy context.	Executive Director, VETASSESS
1.5	July 2025	Director of VET	Review against Outcome Standards conducted Updated purpose to include Outcome Standards. Update to 3.2 to include complaints can be made online Update 3.7 to include recording complaints. Included feedback across the policy document Update positions	Executive Director, VETASSESS
1.6	July 2026	Director of VET	Annual review Change to new template Add JRP to scope Update of Executive Director Title	Executive Director, VETASSESS

9.0 Document Owner and Approval Body

Document Custodian	Approval Authority	Approval Date	Next Scheduled Review Date
Director of VET	Executive Director, VETASSESS	20/08/2026	20/08/2028

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Appendix 1 – Complaints Process, VET Services

1 Lodge a complaint	Contact VETASSESS and submit your complaint through the Online Feedback Form on our website. Alternatively, you can contact us by phone +61 3 9655 4801 or speak to someone at our Office.
2 Acknowledgement	VETASSESS will acknowledge your complaint within two working days .
3 Investigation	VETASSESS will investigate the circumstances around your complaint. You may be contacted for further information at this point.
4 Response	VETASSESS will respond to your complaint in writing within 10 working days .
5 External case review	To begin an external case review, you need to become a member of Resolution Institute, which will then allow access to their mediation, arbitration, and negotiation services. VETASSESS will work with Resolution Institute to ensure all disputes are resolved as quickly as possible. If the external case review process supports your case, VETASSESS will immediately implement any decision and/or action required and advise in writing of the outcomes. If the case review is upheld, then you will be given a written explanation including the reasons for that decision. The external case review will be conducted in accordance with the external parties' policies and procedures. See the contact details below for Resolution Institute. Contact Details Resolution Institute Suite 602, Level 6 Tower B, Zenith Centre 821–843 Pacific Highway Chatswood 2067 NSW Phone: (02) 9251 3366 or free call 1800 651 650 Email: infoaus@resolution.institute Website: www.resolution.institute VETASSESS' complaints and appeals process does not remove the participant's right to take further action under Australia's Consumer

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	Protection Laws. This dispute resolution process does not circumscribe the participant's right to pursue other legal remedies through the usual court processes if they feel unsatisfied with the internal or external Complaints and Appeals process of VETASSESS.
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