



## Complaints and Appeals Policy

Version	Approved by	Approval Date	Effective Date
1.0	Operations Manager	3 June 2026	3 June 2026
<b>Policy Statement</b>			
<b>Purpose</b>	<p>The purpose of this policy and procedure is to outline Universal Training Institute’s approach to managing dissatisfaction, formal complaints, and appeals raised by students, clients, staff, or third-party service providers. This policy ensures a fair, timely, and confidential process for resolving issues, and aligns with:</p> <ul style="list-style-type: none"> <li>▪ National Code of Practice for Providers of Education and Training to Overseas Students 2018</li> <li>▪ Standards for Registered Training Organisations (RTOs) 2025</li> </ul> <p>The College is committed to continuous improvement and using complaints and appeals as opportunities to enhance training, service, and student experience.</p>		
<b>Scope</b>	<p>This policy applies to all students enrolled at Universal Training Institute. It also applies to all staff and contractors involved in the delivery, support, administration, and management of training and education services at UTI. It ensures consistent application of responsibilities, standards, and procedures across all operations</p>		
<b>Policy Provisions</b>			

### 1. Policy Statement

#### Nature of Complaints and Appeals

The College accepts and manages complaints or appeals relating to:

- The conduct of the College, its trainers, assessors, or staff
- Third-party service providers acting on behalf of the College
- The conduct of other students or clients.

**Complaints** may relate to (but are not limited to):

- Enrolment or admission processes
- Marketing or course information
- Training and assessment quality or fairness
- Student progress, support services, or staff behaviour
- Harassment, discrimination, or misconduct

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**Appeals** are requests to review decisions related to:

- Course admission
- Assessment outcomes or results
- Complaints already addressed
- Refund determinations
- Academic or general decisions by the College

### 2. Principles of Resolution

The College applies the following principles to all complaints and appeals:

- Processes are free from bias and follow natural justice
- Complaints and appeals are addressed promptly, confidentially, and without cost to the student
- All parties are given the opportunity to present their views and provide evidence
- Complaints and appeals are acknowledged, investigated, and resolved fairly
- Outcomes are recorded and used for continuous improvement

Nothing in this procedure restricts the right of an individual to take legal action or seek assistance under Australian consumer protection law.

### 3. Making a Complaint or Appeal

Students should ideally attempt to resolve a complaint informally prior to lodging a formal complaint.

- Complaints should be submitted as soon as possible following the issue or event
- Appeals must be lodged within 20 calendar days of the original decision
- Use the Complaints and Appeals Lodgement Form available online or at the office.

The submission should include:

- A clear explanation of the issue or decision being appealed
- Any supporting evidence (documents, screenshots, statements, etc.)
- Steps already taken to resolve the issue (if any)
- Suggestions for resolution, if applicable

### 4. Resolution of Complaints and Appeals

- The resolution process may involve members of the College's management team
- Where other individuals or organisations are named, they will be notified and given an opportunity to respond
- All parties may be accompanied by a support person during discussions
- In cases of assessment appeals, the task can be discussed with the trainer and assessor.

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The complaint or appeal assessment must commence within 10 working days of the receipt.

The complaint or appeal assessment will be resolved fairly and equitably, and at the earliest possible time (no later than 20 working days).

The outcome of the complaint, including the reasons for the outcome will be provided in writing to the student within 5 business days of a decision being made. The student will be advised that they have the rights to appeal.

In case where UTI fails to draw a conclusion on a complaint or appeal within 45 days, the reason must be sent to student in writing. The student must be updated regularly with the progress of the assessment.

Enrolment will be maintained throughout the internal complaint and appeal process, including during any review or investigation period.

There are no further avenues within Universal Training Institute for appeals after an internal appeal has been completed.

If the internal or external complaints handling or appeal process results in the decision or recommendation in the favour of the student, Universal Training Institute will immediately implement the decision or recommendation and take the preventive or corrective action/s required by the decision and advise the student of that action.

### 5. External Complaints

If a complainant remains dissatisfied after the internal process they may reach out to external appeal process within 10 working days of the outcome received:

#### **Australian Skills Quality Authority (ASQA)**

Only accepts complaints once internal processes are exhausted.

Submit via: [ASQA Connect](#)

#### **Overseas Student Ombudsman (OSO)**

Applicable to international students.

Submit via: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### 6. Records of Complaints and Appeal

All complaints and appeals and their outcomes are recorded in the Complaints and Appeals Register

Records are retained securely in line with the College's Privacy Policy and relevant recordkeeping legislation.

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