

Complaints Policy

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1.0 Purpose

To provide a clear and transparent policy that enables students and relevant parties to freely raise complaints regarding the course or services provided by Onfit Training College or its representatives.

This policy demonstrates a fair, equitable and confidential means of resolving complaints and ensures compliance with the **Standards for Registered Training Organisations (RTOs) 2025**, in particular Outcome Standard 2.7.

2.0 Scope

This Complaints Policy applies to allegations involving the conduct of:

- Onfit Training College, its trainers, assessors and other staff
- Stakeholders and other relevant parties
- Third parties providing services on behalf of Onfit Training College, including their staff
- Students of Onfit Training College

This policy applies to all Onfit staff, representatives, students and stakeholders

3.0 Statement

Onfit Training College actively encourages feedback and dialogue as part of its continuous improvement philosophy. Complaints are welcomed as a means of identifying and addressing issues faced by students and stakeholders and improving training delivery and business practices.

Onfit Training College has established an equitable, transparent and confidential complaints handling process, supported by documented procedures available at: <https://onfit-training-college.rtosafe.com.au/Public/Complaints/New>

3.1 Values and Principles

The complaints process is governed by the following principles:

- Students and stakeholders have a clear opportunity to express concerns without disadvantage
- Complaints are managed transparently and confidentially
- High-risk complaints (e.g. sexual harassment, discrimination, bullying) are escalated to the Director and/or external authorities where appropriate
- Complaints are acknowledged within **five (5) working days** of receipt
- Complaints are handled impartially and independently of the matter being complained about
- Complainants are kept informed of progress and outcomes



- Complaints are normally resolved within **14 days**; where this is not possible, regular updates are provided
- Where more than **60 calendar days** is required, the complainant will be informed in writing with reasons
- Complainants may escalate matters if they are not satisfied with the outcome
- Confidentiality is maintained by all parties
- Complaint trends are analysed and incorporated into continuous improvement activities

4.0 Roles, responsibilities, and delegations

ROLE	RESPONSIBILITY
All Onfit Representatives	Act in accordance with this policy when managing complaints
All Onfit representatives	Implement the Complaints Policy and procedures as required
Students and Stakeholders	Follow this policy and associated procedures when lodging a complaint

5.0 Definitions

Grievance – An expression of dissatisfaction that may be addressed informally without investigation. If unresolved, it may be escalated to a complaint.

Complaint – An expression of dissatisfaction requiring review, investigation and action regarding Onfit Training College, its staff, services or training delivery.

Complaints may relate to:

- Training programs, content, delivery or resources
- Administrative or customer service issues
- Assessment, feedback, enrolment or learning environment
- Student support services and communication
- Access and equity, discrimination or harassment
- Work health and safety concerns

Natural Justice – Ensuring procedural fairness, including impartiality, the right to be heard, informed decision-making and clear communication of outcomes.

For advice and support contact compliance@onfit.edu.au

INFORMATION Printable version (PDF) Downloadable version (Word)

Title	Complaints Policy
Document number	2025/v 3
Purpose	<p>To provide a clear and transparent policy that enables students and relevant parties to freely raise complaints regarding the course or services provided by Onfit Training College or its representatives.</p> <p>This policy demonstrates a fair, equitable and confidential means of resolving complaints and ensures compliance with the Standards for Registered Training Organisations (RTOs) 2025, in particular Outcome Standard 2.7.</p>
Audience	Staff and Stakeholders
Category	Academic, Governance, Operational
Subcategory	Operational
Approval date	18 December , 2025
Effective date	18 December, 2025
Review date	This policy will be reviewed bi-annually or in line with changes to ASQA standards or to relevant state and federal legislation
Document advisor	Rhonda Bacchi – Quality Manager
Approving authority	Jordan Murphy – CEO

RELATED DOCUMENTS

Legislation	<p>ASQA Standards Outcome Standard 2.7</p> <p>Australian Consumer Law</p> <p>Office of Fair Trading</p> <p>https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/make-a-consumer-complaint</p>
Policies	<p>Staff Documents\Policies, procedures, workflows\Policies</p> <p>Continuous Improvement policy</p> <p>Appeals Policy</p> <p>Student Handbook</p> <p>https://onfit.edu.au/student-handbook/</p>
Procedures	<p>FileSystem - Staff Documents\Policies, procedures, workflows\Procedures</p> <p>Complaints procedure for staff (and representatives)</p> <p>Complaints procedure for students and stakeholders</p> <p>Appeals Procedure</p> <p>Continuous Improvement procedure</p> <p>Student Handbook (relevant policies and information for students governing their enrolment, including access to 'Form -01-complaints')</p> <p>https://onfit.edu.au/student-handbook/</p>
Local Protocols	
Forms	<p>Complaint Form: https://onfit-training-college.rtosafe.com.au/Public/Complaints/New</p>

1. ASQA 2025 Explicit Clause Mapping

Complaints Policy – ASQA Standards 2025 Alignment (Outcome Standard 2.7)

ASQA 2025 Clause	Requirement	Where Addressed in Complaints Policy
2.7(a)	Learners and relevant parties can make complaints about the RTO, its staff, trainers, assessors or services	Purpose; Scope; Policy Statement
2.7(b)	Complaints process is transparent, accessible and clearly communicated	Policy Statement; Values and Principles
2.7(c)	Complaints are acknowledged and managed in a timely manner	Values and Principles (acknowledgement within 5 days; resolution timeframe)
2.7(d)	Complaints handling ensures fairness, confidentiality and procedural integrity	Values and Principles; Natural Justice definition
2.7(e)	Complaints are investigated by an independent and impartial person	Values and Principles (independence requirement – Training Ombudsman)
2.7(f)	Learners are informed of progress and outcomes	Values and Principles (ongoing communication)
2.7(g)	Complaints are recorded, monitored and used for continuous improvement	Values and Principles; Continuous Improvement references
2.7(h)	Learners are advised of external escalation options if unresolved	Values and Principles (referral to appropriate authority)