



Lower Carbon Industrial Heat

O'Brien Training RTO – 45484

Complaints & Appeals Policy

Centre of Excellence – Industrial Energy Systems

Version: 1.0 Effective: 1 July 2025 Next Review: 1 July 2026

Approved By: GM – RTO

Audience: Participants, employers and third-party purchasers of O'Brien Training courses

Executive Summary

This policy defines O'Brien Training's commitment to fair, transparent and timely resolution of all complaints and appeals.

It establishes a three-tier escalation pathway:

1. **Trainer** – first point of contact for informal resolution
2. **Training Coordinator** – formal complaint or appeal stage
3. **General Manager – RTO** – final internal determination

Unresolved matters may be referred to an **independent external authority**. All cases are managed in accordance with the **Standards for RTOs 2015 (Clauses 6.1–6.6)** and the **Privacy Act 1988 (Cth)**.

1. Purpose

To provide a structured and impartial process for handling complaints and appeals across all O'Brien Training operations, ensuring consistency with statutory and regulatory obligations while maintaining participant confidence in the integrity of our training and assessment systems.

2. Scope

This policy applies to:

- All participants enrolled in O'Brien Training programs (on-site, remote or third-party delivered)
- Employers, clients and industry partners
- All O'Brien Training staff, trainers and assessors

It covers matters relating to training delivery, assessment decisions, administrative processes, staff conduct and service quality.

3. Definitions

Term	Definition
Complaint	An expression of dissatisfaction regarding a product, service, decision, or conduct of staff.
Appeal	A formal request for review of an assessment, enrolment or administrative decision.
Participant	Any learner or candidate enrolled in a nationally recognised or non-accredited O'Brien Training program.
Resolution	The process of addressing and finalising a complaint or appeal.

4. Guiding Principles

- **Fairness:** All parties are treated equitably and given an opportunity to present their case.
- **Timeliness:** Matters are acknowledged within two (2) business days and resolved within published timeframes.
- **Transparency:** Decisions and outcomes are communicated in writing.
- **Confidentiality:** Information is handled in accordance with the **Privacy Act 1988 (Cth)**.
- **Non-retaliation:** No participant will be disadvantaged for lodging a complaint or appeal.

5. Process

Step 1 – Informal Resolution (Trainer)

- Participants should first raise the matter directly with their **trainer**.
- The trainer must document the concern and seek informal resolution within **five (5) business days**.
- If unresolved or if the participant requests escalation, the issue proceeds to Step 2.

Step 2 – Formal Complaint or Appeal (Training Coordinator)

- Complaints or appeals must be submitted in writing via email or the online portal.
- The **Training Coordinator** will:
 - Acknowledge receipt within **two (2) business days**;
 - Conduct an investigation;
 - Provide a written outcome within **ten (10) business days**;
 - Record all details in the **Complaints & Appeals Register**.
- If unresolved, the matter escalates to Step 3.

Step 3 – Internal Review (General Manager – RTO)

- The **GM – RTO** will conduct an impartial review, which may include interviews or review of documentation.
- A final internal determination will be issued in writing within **fourteen (14) business days**.
- The GM's decision constitutes the **final internal outcome**.

Step 4 – External Review

If the participant remains dissatisfied after internal resolution, they may refer the matter to:

- **National Training Complaints Hotline** – 1800 000 674 or complaints@dese.gov.au;
- The **relevant state or territory training authority**; or
- A mutually agreed **independent mediator or arbitrator**.

6. Recordkeeping & Confidentiality

- All complaint and appeal records are retained securely for a **minimum of five (5) years**.
- Access is restricted to authorised personnel only.
- Summarised data will be used to inform quality improvement and compliance reporting.

7. Governance & Continuous Improvement

- The **Training Coordinator** maintains the **Complaints & Appeals Register** and provides quarterly analytics to the **GM – RTO**.
- The **GM – RTO** reviews trends to identify systemic issues and drives corrective actions.
- Operational exceptions or policy deviations must be authorised by the **GM – RTO** or delegate.

8. Related Documents

- **Standards for Registered Training Organisations (2015)** – Clauses 6.1 to 6.6
- **O'Brien Training Privacy Policy**
- **Cancellation, Change & Refund Policy**
- **Continuous Improvement Framework**

9. Contact

For all complaints, appeals or related enquiries:

Email: training@obrien-energy.com **Phone:** 1300-771-759

Mail: O'Brien Training RTO – 45484, Centre of Excellence – Industrial Energy

Document Control

Version	Effective Date	Approved By	Next Review
1.0	1 July 2025	GM – RTO	1 July 2026