Feedback, Complaints and Appeals Policy

Date adopted: 1 July 25	
Authorised by: LNT Executive	**RTO Outcome Standards:** 2.7, 2.8
Version Number: V2	**Reviewed by:** Quality and Compliance

1. Policy Statement

Look Now Pty Ltd t/as Look Now Training and Peak College is committed to maintaining a high standard of service and ensuring that students, staff, and stakeholders have access to fair, transparent, and accessible processes for providing feedback, lodging complaints, and appealing decisions. This policy supports continuous improvement, regulatory compliance, and fosters trust and confidence in the organisation's operations.

2. Policy

Look Now Training and Peak College operates a feedback and complaints management system that enables students and stakeholders to raise concerns about any aspect of its operations, including services provided by third parties and individuals employed or contracted by the organisation. The system is designed to be accessible, fair, and responsive.

Feedback
Feedback and complaints may be submitted through various channels, including email, written forms, or direct communication with staff. All parties involved are afforded procedural fairness, including the right to be heard and to respond. Complaints are acknowledged within 5 business days and resolved within reasonable timeframes, however, no later than 20 business days.

External Feedback
Feedback requests are also emailed to all students at the end of their training completion. Students are then encouraged to return their feedback through the channels outlined within the feedback request. The requests are then collected, and the outcomes inform the continuous improvement procedure. Students undertaking career start and career boost are required to submit feedback as part of receiving subsidised training.
To further support quality assurance and continuous improvement, Look Now Training and Peak College collects and analyses Quality Indicator Data in accordance with ASQA requirements. This is collected via a Survey Document which is sent to every student upon completion. This includes data on learner engagement, employer satisfaction, and competency completion. Learner engagement data provides insight into student satisfaction with training, support, and outcomes. Employer satisfaction data reflects the relevance and quality of training provided to

staff in the workplace. Competency completion data tracks student progression and completion rates across training products.

This data is collected annually and submitted to ASQA as required. It is analysed to identify strengths, gaps, and opportunities for improvement, and the findings are used to inform strategic planning, staff development, and enhancements to training and support services. Results are shared with relevant stakeholders and incorporated into the organisation's continuous improvement cycle.

Internal Feedback

At an assessment level, you will receive written assessor's feedback within the Learning Management System, at a minimum:

- When a submitted assessment is Not Satisfactory at first attempt:
  - Explaining which areas need to be strengthened
  - If other sections of information should be looked at
  - Or if there are concerns about the authenticity of the answer.
- At the Topic level where all assessment is assessed as satisfactory:
  - Outlining what was done well
  - Suggestions for improvements to take to further assessments

Complaints

Students are supported in making complaints and are assured that doing so will not result in any detriment to their training experience. Outcomes of complaints are documented and communicated to all relevant parties, and the organisation analyses feedback and complaints to identify trends and inform continuous improvement.

Students may choose to make a complaint externally to Look Now Training and Peak College. Students can do so by contacting:

The Department of Trade, Employment and Training
PH: 1300 369 935 or training.desbt.qld.gov.au

National Training Complaints Hotline - Department of Employment and Workplace Relations, Australian Government
Ph: 13 38 73

Queensland Training Ombudsman
PH: 1800 773 048 or trainingombudsman.qld.gov.au

ASQA : www.asqa.gov.au/complaints

Appeals

In addition to managing complaints, Look Now Training and Peak College provides students with access to an appeals process where decisions made by the organisation, its staff, or third parties adversely affect the student. Where a face-to-face meeting is required during any stage of the complaint or appeal process, complainants and/or appellants have the right to have a third party such as a family member or friend accompany them. The appeals process is fair, transparent, and accessible at no cost to the student.

Students may appeal decisions related to enrolment, assessment outcomes, credit transfer, recognition of prior learning, or any other matter affecting their progression. Appeals are heard by an unbiased person who was not involved in the original decision. All parties are afforded procedural fairness and the opportunity to present relevant information. Appeals are acknowledged and resolved within reasonable timeframes, and students are kept informed of progress if delays occur. Appeal outcomes are documented and communicated to the students, and the organisation uses this information to improve decision-making and support processes.

If a complainant or appellant is unsatisfied with the outcome of their complaint or appeal, they may seek review of Look Now Training and Peak College's decision by referring their complaint or appeal to an external dispute resolution body appointed for this purpose by Look Now Training and Peak College. The details for the external body and contact person are:

Resolution Institute
(02) 9251 3366 / 1800 651 650
Level 1, 13-15 Bridge Street
Sydney NSW 2000

Look Now Training and Peak College will give due consideration to any recommendations arising from the external review.

The costs of an external dispute resolution process must be borne by the complainant and Look Now Training and Peak College will inform the complainant of such costs in writing.

Look Now Training and Peak College securely maintain records of all formal complaints and appeals and their outcomes on the Complaints and Appeals Register. Only authorised individuals have access to complaints and appeal records. Records are available for 5 years from the date of the initial complaint. For further information on how to access these records please refer to the Privacy Policy.

Look Now Training and Peak College are committed to fostering a culture of openness, fairness, and accountability. The organisation ensures that all stakeholders feel safe and supported in raising concerns and contributing to the improvement of services. Feedback, complaints, appeals, and Quality Indicator Data are essential tools in maintaining the integrity and quality of the training and assessment services provided.

Policy review frequency:	Responsibility for review:

Annually, and as needed should updates be identified	Quality and Compliance

Review process:

Review relevant documents, feedback, changes in service requirements and legislation. Consult with relevant stakeholders

Update as required

Review and finalise

If changes are made the document will be submitted to the LNT Executive for approval

Documentation and communication:

Update any document registers to record completed review process Include document updates within relevant staff meetings

Provide relevant staff with training where necessary

Management to encourage two-way communication and feedback

Relevant staff to sign off on a new or changed workplace document