



Department	Vocational Education & Training		Author	RTO Manager	
Quality Controlled Document No. & Title	5.0	Student Complaints and Appeals Policy	Approved	RTO CEO	
Version	2.0		Authorised	RTO Academic Board	
SRTOs 2025 & ESOS Act	Standard 2.7 the Outcome Standards for RTOs		Distribution	Internal	Staff Current Students
	Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018			External	Prospective Students

Purpose of the Policy

This policy is produced in the context of the Marriott Academy's commitment to quality programs and student welfare. Accordingly, this policy should be seen as complementing and consistent with all other student policies developed and implemented by Marriott Academy. In particular, this policy focuses on establishing mechanisms to address any complaints or appeals by students, whether they be prospective, currently enrolled, or former students. Marriott Academy is committed to resolving complaints and appeals a transparent and efficient manner and ensuring that the outcomes are consistent, fair, and just.

Policy Statements

Approach

Complaints may be made against Marriott Academy, its trainers and assessors and other staff, a student of Marriott Academy, as well as any third party providing services on behalf of Marriott Academy including education agents.

Complaints can be in relation to any aspect of Marriott Academy's services provided.

Appeals can be made in respect of any decision made by Marriott Academy. An appeal is a request for Marriott Academy decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, Marriott Academy will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means reviewing each complaint or appeal in an objective and consistent manner.

Marriott Academy will appoint relevant person/s to manage complaints and appeals. The internal complaints and appeals process will be conducted at no cost to students.

Potential causes of complaints and appeals will be investigated, and corrective and preventative action will be taken in relation to complaint and appeals. Complaints and appeals will also be seen as an opportunity for improvement.

All individuals, including third parties will be informed of allegations made and will have the opportunity to present their case.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

All records of complaints and appeals will be kept by Marriott Academy and entered into the [Complaints and Appeals Register](#).

Enrolment During a Complaint/Appeal Process

Domestic students' enrolment will be maintained throughout the complaints and appeals process unless the complaint is in relation to misconduct.

International students' enrolment will also be maintained throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status.

Additionally, for international students:

- if the appeal is against Marriott Academy's decision to report the student for unsatisfactory course progress, the student's enrolment will be maintained until the external process is completed and has supported or not supported Marriott Academy's decision to report.
- if the appeal is against Marriott Academy's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Marriott Academy will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.



Independent Appeal Process

Where the internal process has failed to resolve the complaint or appeal, the matter will be referred to an independent mediator.

For domestic students, all associated costs are to be met by the complainant/appellant unless it is Marriott Academy that made the decision to appoint the independent party. The independent party recommended by Marriott Academy for cases involving domestic students is the Dispute Settlement Centre of Victoria (DSCV). However, another mediator of the student's choice can be appointed.

For international students, the external mediator is the Commonwealth Ombudsman. International students can access the Commonwealth Ombudsman at no cost in relation to matters that cannot be resolved through internal processes.

During the mediation process, Marriott Academy will cooperate in full and commits to immediately implement the decision or recommendation made by the external mediator and/or take preventative or corrective action required by the decision or recommendation. All actions taken will be communicated in writing to students.

Information About External Bodies to Whom Complaints Can Be Made

Complaints can also be made to the organisations indicated below:

NATIONAL TRAINING COMPLAINTS HOTLINE:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA):

Complainants may also complain to Marriott's registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

COMMONWEALTH OMBUDSMAN:

International students may complain to the Commonwealth Ombudsman about a range of circumstances including:

- being refused admission to a course;
- course fees and refunds;
- being refused a course transfer;
- course progress or attendance;
- cancellation of enrolment;
- accommodation or work arranged by Marriott Academy;
- incorrect advice given by an education agent;
- taking too long in certain processes such as issuing results; and/or
- not delivering the services indicated in the Offer Letter and Student Agreement.

More information can be found at:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

Procedures

1. Informal Resolution	1.1 In the first instance, students shall be encouraged to raise their concerns or issues informally with a Marriott Academy staff member. 1.2 Students may approach their trainer, Student Support Officer, RTO Manager, or CEO to discuss their concerns.
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	1.3 Staff shall make reasonable efforts to resolve the matter informally where appropriate.
2. Lodgement of Complaint and/or Appeal	2.1 Where a concern or issue cannot be resolved informally, the student shall be required to lodge a formal complaint and/or appeal. 2.2 The student shall complete the Complaint and Appeal Form, which is available from the website or Student Administration, and submit it to the CEO as soon as practicable. 2.3 Where the student considers it inappropriate for the CEO to investigate the matter, this shall be noted on the Complaint and Appeal Form, and the student shall be advised of appropriate external bodies. 2.4 All complaints and appeals shall be recorded in the Complaints and Appeals Register, and all documentation shall be maintained in the student's file. 2.5 Where the matter involves a potential criminal offence, the student shall be advised to contact Victoria Police and/or seek legal advice. 2.6 All complaints and appeals shall be handled with strict confidentiality.
3. Investigation of Complaint and/or Appeal	3.1 All formal complaints and appeals shall be considered and investigated by the CEO. 3.2 The investigation process shall ensure that the student is provided with an opportunity to present relevant information and evidence, either in writing or verbally. 3.3 The student may have a support person of their choice present at any meetings or represented during the process. 3.4 Where the matter is an appeal about an assessment decision, the investigation process will include an independent review of the assessment evidence and decision by another assessor. A relevant independent assessor should be organised.
4. Outcome of Complaint and/or Appeal	4.1 Marriott Academy shall finalise the investigation and notify the student in writing of the outcome, including detailed reasons for the decision, within thirty (30) calendar days of receiving the complaint or appeal. 4.2 Where it is considered that the investigation will take longer than sixty (60) calendar days, Marriott Academy shall inform the student in writing, including the reasons for the delay. 4.3 Following this notification, Marriott Academy shall provide the student with regular updates on the progress of the investigation. 4.4 All correspondence shall be retained in the student's file, and the outcome shall be recorded in the Complaints and Appeals Register.
5. Reconsideration / Independent Review	5.1 Where a student is not satisfied with the outcome, they may request a reconsideration within fifteen (15) working days of receiving the outcome. 5.2 The student shall provide grounds for reconsideration, including any additional information or evidence. 5.3 The student may request for an independent review. For domestic students, Marriott Academy shall recommend the Dispute Settlement Centre of Victoria (DSCV). For international students, the external mediator shall be the Commonwealth Ombudsman.



	5.4 Marriott Academy and the student (and/or their representative) shall participate in the independent review process conducted by external bodies. 5.5 All records relating to the reconsideration shall be retained in the student's file, and the outcome shall be recorded in the Complaints and Appeals Register.
6. Continuous Improvement	7.1 Marriott Academy shall, where appropriate, review its training, assessment, and operational practices in response to complaints and appeals. 7.2 Any identified improvements shall be implemented to minimise the risk of recurrence. 7.3 All improvements shall be recorded in the Continuous Improvement Register.

Responsibilities

The CEO is responsible for:

- investigating complaints and appeals
- making decisions about complaints and appeals in conjunction with others.
- facilitating external decisions.

The Administration staff is responsible for:

- processing complaints and appeals forms
- sending the necessary correspondence to the student complainant
- recording all complaints and appeals in the Complaints and Appeals Register.
- recording all improvements in the Continuous Improvement Register
- filing all documentation.

All staff are responsible for assisting the students in informally resolving their complaints/concerns.

