



DI-PP212

Feedback & Complaints

Purpose:	This policy and procedure has been developed to ensure that Delta Institute has a system in place so complaints are recorded, acknowledged, and dealt with fairly, efficiently, and effectively.
Reference:	Standards for Registered Training Organisations (RTOs) 2025 Outcome Standards 2.7 Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation.
Responsibility:	The CEO is responsible for implementing and ensuring that this procedure is adhered to. The GM – Institute, Course Coordinators and Trainers are responsible for following the process.
Timing:	<ul style="list-style-type: none"> ▪ Pre-enrolment ▪ Enrolment ▪ Throughout the training product ▪ Professional Development ▪ Quality Assurance Schedule
Policy/ Process:	<p>Delta Institute is dedicated to fostering an open, responsive, and transparent environment where students are encouraged to provide feedback and voice complaints.</p> <p>Delta Institute ensures that feedback and complaints are handled fairly, efficiently, and by procedural fairness, with the outcomes used to improve services, training delivery, and student experiences.</p> <p>Standard 2.7</p> <p>Performance Indicators An NVR registered training organisation demonstrates:</p> <p>(a) it operates a complaints management system that:</p> <ul style="list-style-type: none"> (i) allows feedback and complaints about the organisation, any third parties, and any person employed or contracted by the organisation; (ii) ensures all parties are afforded procedural fairness; (iii) identifies reasonable timeframes for responding to and resolving complaints; and (iv) provides avenues for further action where complaints are not resolved; <p>The scope of Delta Institute's complaint management system includes receiving feedback and complaints about the organisation, its staff, contracted trainers/assessors, students, or a third-party providing services on Delta Institute's behalf.</p> <p>Delta Institute complaints management system operates according to principles of procedural fairness and ensuring:</p> <ul style="list-style-type: none"> • Both the complainant and the person or service being complained about are treated fairly and are given the opportunity to present their version of events. <p>Decisions are made impartially, and the process is transparent to all parties</p>



involved.

Delta Institute responds to all complaints as per the timing outlined in the Complaints Procedure.

Complaints are resolved as quickly as possible, with more complex matters being addressed within a reasonable timeframe, as per the timing outlined in the Complaints Procedure.

Students are informed if the complaint resolution is expected to take longer than anticipated, with an explanation provided for any delays.

Where a complaint is not resolved to the student's satisfaction, Delta Institute provides clear information on escalating the complaint. This may include referral to external bodies such as:

- National Training Complaints Hotline
- Australian Skills Quality Authority (ASQA)
- Ombudsman services (where applicable)

Students are informed of these avenues in the event of unresolved complaints.

(b) information about how to provide feedback and make complaints through the complaints management system is publicly available and easily accessible by VET students;

Delta Institute informs VET students of their right to provide feedback or lodge complaints about any aspect of their training experience by making information publicly available and easily accessible to all VET students and stakeholders. This information is available via the Delta Institute website and included in the Student Handbook. It is also provided during student orientation and via the Learning Management System (LMS).

(c) VET students are supported to provide feedback and make complaints;

Delta Institute ensures students are supported when providing feedback or making a complaint by:

- Offering multiple avenues to submit feedback and complaints (e.g. online forms, email, in-person meetings).
- Providing guidance on how to structure a complaint or feedback submission, including offering assistance from student support staff if needed.
- Ensuring confidentiality in managing complaints to protect the privacy and well-being of all parties involved.
- Encouraging students to provide both positive and constructive feedback to help improve services and learning experiences by:
 - Asking for verbal feedback at Delta Check-ins and Learning Support Sessions



- Demonstrating how to use the LMS Feedback button & Help Requests
- Auto-prompting students to complete end of module surveys
- Reminding students at face-to-face workshops why their feedback is important and to complete the daily surveys
- Sending out mid-course and graduate surveys

(d) outcomes of complaints are documented by the organisation and communicated to all parties to the complaint;

The outcomes of complaints are documented and securely stored in Delta Institute complaints register, which includes:

- Details of the complaint and the parties involved.
- Steps taken to investigate the complaint.
- Final outcomes and actions taken to resolve the complaint.

The complainant and other relevant parties are informed of the outcome in writing, including any actions taken or recommendations made due to the complaint.

(e) feedback and complaints are used by the organisation to inform continuous improvement.

Feedback and complaints are analysed as part of the quality assurance calendar to identify trends or recurring issues that may require action.

The outcomes of complaints and feedback are discussed in internal meetings to inform the RTO's continuous improvement processes.

Based on the analysis of complaints and feedback, Delta Institute implements improvements in areas such as:

- Training delivery and assessment practices.
- Support services and facilities.
- Policies and procedures related to student welfare and administration.

Improvements are documented in the continuous improvement register.

Staff and students are communicated a summary of key improvements made as a result of feedback and complaints to promote transparency and demonstrate the RTO's commitment to improvement.

Delta Institute monitors the effectiveness of the complaints and feedback management system through the quality assurance schedule and reviews the processes.

Feedback from students, staff, and stakeholders about the complaint resolution process itself is sought periodically to ensure it remains efficient, fair, and transparent.

Any changes or updates to this policy are communicated to all relevant parties, ensuring continuous alignment with best practices and regulatory requirements.

**Monitoring and evaluation**

Delta Institute will review the feedback and complaints management system in line with the quality assurance calendar, to ensure its effectiveness and compliance with regulatory standards.

Feedback from students, staff, and other stakeholders will be used to inform improvements in the complaint's resolution process.

All continuous improvement will be documented in the continuous improvement register.

Complaints Procedure**Informal Complaints:**

1. Where possible all non-formal attempts shall be made to resolve the complaint. Delta Institute encourages open communication and an environment of trust. Therefore, anyone with a complaint against persons covered by the scope of this policy (see 2.7 a (i) above) is encouraged to raise the matter directly with the other party concerned to attempt to resolve the issue mutually, or they can contact a Course Coordinator.
2. Advice, discussions, and general mediation may take place in relation to the issue and complaint.
3. The Course Coordinator will note the informal complaint on the Complaints & Appeals Register accordingly, collect relevant information, and make recommendation/s for resolution.
4. Where an informal investigation exposes a disciplinary matter and/or non-adherence to the Student Code of Conduct, the Disciplinary Policy & Procedure will be initiated.
5. The Course Coordinator will follow up on recommended actions and update the Register when resolved.
6. Any staff member can be involved in this informal process to resolve issues but if a student wishes to place a formal complaint, then the following process must be followed below.

Formal Complaints:

1. Any student, potential student, alumni, or third-party may submit a formal complaint to Delta Institute with the reasonable expectation that all complaints will be treated fairly with integrity and privacy. There is no cost for the complaints process unless it is referred to a third-party.
 - a. A complaint may have a direct connection to Delta Institute, its trainers/assessors, or other staff
 - b. a third-party providing services on Delta Institute's behalf, its trainers, assessors, or other staff or
 - c. a student at Delta Institute
2. A student can submit a formal complaint by completing the 'Complaints Form' located on Delta Institute's website, or they can obtain a copy by calling Delta Institute on (02) 9575 4194.
3. All formal complaints must be emailed to course@deltainstitute.edu.au and addressed to the General Manager - Institute. The form must contain as many details as possible:
 - a. Date complaint was submitted
 - b. Name of complainant



- c. Nature of complaint
 - d. Date of the event which led to the complaint
 - e. Attachments (if applicable)
4. Receipt of the form will be acknowledged within 5 working days.
5. Once a complaint has been received, the information will be inserted into the 'Complaints & Appeals Register' spreadsheet which is monitored by the GM-Institute until resolved. The information to be inserted and retained on the register includes:
 - a. Date the complaint was submitted
 - b. Name of complainant
 - c. Description of complaint
 - d. Determined resolution
 - e. Date of resolution
6. Once a complaint has been logged in the 'Complaints & Appeals Register', the CEO will be notified of the complaint and will be provided with all relevant documentation related to the matter.
7. The CEO and the Complaint Resolution Committee will confer and decide on the appropriate action to ensure a successful resolution is attained.
8. The relevant staff member/s or contract trainer/assessors will be informed on the complaint and they will have the opportunity to present their side of the matter.
9. Once a decision has been reached, all relevant parties will be notified in writing within 15 working days from the date the complaint was first received. Within the notification of the outcome, the student will be advised that they have the right to appeal the decision made by Delta Institute. Students will be referred to the appeals procedure as outlined in the Manage Appeals Policy and Procedure on the website and in the Learner Portal.
10. The CEO will ensure that Delta Institute acts in a timely manner on any substantiated complaint. If the internal or external complaint handling or appeal process results in a decision that supports the student, Delta Institute must implement any decision and/or corrective and preventative action that is required and advise the student of the outcome.
11. The outcome will be placed on the 'Complaints & Appeals Register' and copies of relevant documentation will be stored confidentially in the SMS.
12. The student has the right to be accompanied by any person of their choice during the complaints process.

Extensions

If more than 60 calendar days are required to process and finalise the complaint, the individual will be informed in writing, including reasons why more than 60 calendar days are required and regularly update the individual on the progress of the matter.

In most cases this would not be necessary as the timeframes identified in the above processes keep well under 60 calendar days. It may need to happen if an appeal were to reach an external stage.

Record Management

1. *Electronic records:*
 - a. Electronic records are stored securely in Delta Institute's cloud based software platforms (aXcelerate and Microsoft 365) and have robust outage and disaster recovery processes as detailed in the organisation's Business Continuity Plan.
 - b. Confidentiality is maintained as limited staff have access to the database (password protected), and all student / client information is only released as per Delta Institute's privacy policy. All staff employed by Delta Institute will be



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	<p>required to apply themselves to the following written procedures and safeguard confidential and personal information according to the Privacy and Protection of Personal Information Act 1998.</p> <p>Corrective Action In the instance that Delta Institute receives complaints which demonstrate a pattern or trend, the General Manager - Institute and CEO will take the appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.</p> <p>The form of corrective action applied will be determined on a case by case basis where there are continuing trends and patterns.</p>			
Relevant Records:	<ul style="list-style-type: none"> ▪ Published policy on Delta Institute's website ▪ Student Handbook ▪ Feedback & Complaints Policy and Procedure ▪ Complaints & Appeals Register ▪ Complaints & Appeals Form ▪ Disciplinary Policy & Procedure ▪ Quality Assurance Calendar ▪ Continuous Improvement Register ▪ Surveys ▪ Meeting minutes 			
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