

Kenmore State High School RTO 30071

Complaints and Appeals Policy



Kenmore State High School as a Registered Training Organisation (RTO) (RTO Code 30071) is committed to providing a fair, transparent, and accessible process for managing complaints and appeals in accordance with the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations Instrument 2025)* and the *Compliance Standards for NVR Registered Training Organisations (Fit and Proper Person Requirement) Instrument 2025*.

Chief Executive Officer	Paul Robertson	Executive Principal	principal@kenmoreshs.eq.edu.au
General Enquiries	Drew Jell	Deputy Principal	Yr11Deputy@kenmoreshs.eq.edu.au
RTO Manager	Nerida Grogan	VET Pathways Co-ordinator	VET@kenmoreshs.eq.edu.au
Administration	Sarah Wedgwood	Senior Schooling Admin Officer	VET@kenmoreshs.eq.edu.au

Complaints

Students are supported to make complaints about any aspect of the RTO's operations, including the conduct of:

- RTO officers,
- students, or
- third-party service providers delivering training and assessment on behalf of the RTO.

Complaints can be made by submitting the attached form:

[KSHS RTO Complaints Form](#)

Upon receipt of a complaint:

- The RTO acknowledges the complaint in writing.
- Both the complainant and respondent are informed of their right to have a support person or representative.
- Complaints are handled fairly, promptly, and confidentially.
- All complaints are recorded in the **Complaints and Appeals Register**.

Classifying the Complaint

Type 1 complaints (allegations of inappropriate behaviour and/or child protection) are managed under the RTO's *Student Safeguarding and Protection Policy and Procedure*.

Type 2 complaints (all other matters) are managed through mediation and, if necessary, independent review.



KENMORE STATE HIGH SCHOOL
Your Future Matters



Queensland
Government

Education for Life

Department of Education trading as Education Queensland International (EQI) CRICOS Provider Number: 00608A

Timeframe

Complaints are finalised within **60 calendar days** unless otherwise notified in writing. Where a complaint remains unresolved, the complainant may be referred to the **Queensland Curriculum and Assessment Authority (QCAA)** website for further information about external review options.

Appeals

Students are informed of their right to appeal decisions made by the RTO. Appeals may relate to:

- a final assessment decision, or
- any other RTO decision.

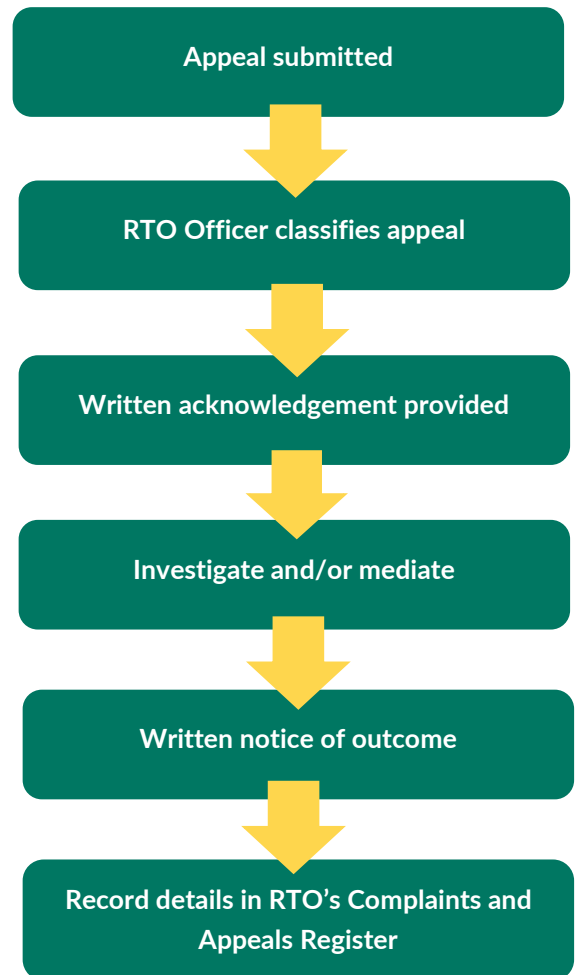
All appeals:

- are acknowledged in writing, using the [KSHS RTO Appeals Form](#)
- are treated with procedural fairness and natural justice,
- are recorded in the **Complaints and Appeals Register**, and
- are finalised as soon as practicable (within 60 calendar days unless otherwise advised).

Appeals against assessment decisions involve:

1. Review by the student's trainer/assessor.
2. If unresolved, an independent review.
3. Referral to the RTO's complaints process if the student remains dissatisfied.

Appeals about other RTO decisions are reviewed by the RTO Manager, and if necessary, an independent party.



Continuous Improvement

The RTO Manager reviews all complaints and appeals to:

- identify causes and corrective actions,
- improve RTO practices, and
- ensure ongoing compliance with VET quality standards.

All records are securely stored and retained in accordance with privacy and audit requirements.

For more information, please refer to <https://www.asqa.gov.au/rto/2025-standards-rto>

Updated October 2025