

Complaints and Appeals Policy



Purpose

ICETS takes complaints seriously and is committed to ensuring concerns, issues, and challenges are resolved fairly, effectively and in a timely manner

The purpose of this policy is to:

- Affirm grievances will be handled professionally and confidentially to achieve a satisfactory resolution.
- Ensure all parties have a clear understanding of the steps involved in the grievance procedure.
- Provide information relative to grievance appeals and outcomes.
- Advise all parties that grievance appeals and outcomes will be documented in writing.

Scope

This policy applies to current, former, and prospective students of Investigation Compliance & Enforcement Training Systems (ICETS) and all ICETS' staff.

The scope of the policy does not extend to include any internal ICETS staff complaints, this is covered by internal Workplace Health and Safety policies.

Defining a Complaint

A complaint is a formal expression of dissatisfaction made by a student, staff member, employer client regarding any aspect of ICETS' services, decisions, actions, or conduct.

Complaints are managed through the ICETS' complaints handling process, outlined in this policy, to ensure a fair, timely, and transparent resolution in accordance with relevant standards and legislation.

Steps in the Complaint

Informal Resolution

This stage is intended to provide an opportunity to resolve the complaint at a local level. If a person has a complaint and they feel comfortable to do so, they should initially discuss their concern with the relevant ICETS staff member. The person to whom the complaint is directed should follow up the issue with the complainant and discuss how the matter can be resolved.

The outcome of this informal resolution includes, but is not limited to:

- aggrieved student accepts the resolution offer,
- alternative solution was proposed and accepted by the aggrieved student, or
- the aggrieved student rejects the resolution. In the latter case, aggrieved student might proceed to a formal complaint review.

ICETS will maintain the student's enrolment while the complaint process is ongoing.

Formal Complaint

A formal complaint must be submitted in writing to the Course Coordinator, and must include a clear statement of the complaint, all the relevant facts and what resolution the aggrieved student is seeking.

All formal complaints are recorded in-confidential student files. A receipt of acknowledgement should be received within 5 (five) working days. The complaint process will commence, and all reasonable measures will be taken to finalise the process as soon as possible.

Clarification may be sought from the aggrieved student, and this will occur either via a written or verbal request or by conducting a face-to-face interview. In the case of face-to-face interview, the interview may be recorded. The student has the right to request to be accompanied to any interview by a support person of their choosing.

The Course Coordinator will endeavour to resolve the complaint by providing a written explanation on the steps taken to address the complaint, the outcome of the review process including the reasons.

In the case where a complaint is not satisfactorily resolved during this formal review, the student or other aggrieved party may contest the decision via an internal appeal to ICETS Chief Executive Officer (CEO).

Internal Review Process

If the complainant is dissatisfied with the outcomes of their complaint, they may lodge an internal review. There is no cost to lodging an internal review. The review request should be made within 14 days of the previous action.

An internal appeal will either be dealt with by the CEO personally or they will arrange for it to be dealt with by an appropriate management representative who have not been involved with the complaint previously.

The complainant will receive written notice that the decision is being reviewed.

All parties involved will receive a statement of outcome within 21 days.

If the process will take longer than 21 days from the review request being received, the complainant will be notified in writing of the reason for the delay and kept informed about the ongoing progress.

External Oversight Body

If the complainant is dissatisfied with the outcomes of the internal review process, they may refer to the issue to an External Oversight Body.

Examples of external and independent bodies include:

- Australian Skills Quality Authority (ASQA) – www.asqa.gov.au
- Anti-Discrimination Board in the relevant State or Territory
- National Training Complaints Hotline
- Consumer Affairs or other bodies as appropriate in the relevant State or Territory.

Responsibilities

Course Coordinator

The Course Coordinator should issue a receipt of acknowledgement within 5 (five) working days.

The Course Coordinator will allocate a Complaint Facilitator or delegate the responsibility for dealing with the complaint to an ICETS representative, particularly in cases where there may be a conflict of interest.

Complaint Facilitator

The Complaint Facilitator may seek clarification from the aggrieved student either:

- in writing
- by verbal request or
- by face-to-face interview.

In the case of face-to-face interview, the Complaint Facilitator may record the interview. The student has the right to request to be accompanied to any interview by a support person of their choosing.

Following the clarification process, the Complaint Facilitator will endeavour to resolve the complaint by providing a written explanation on the steps taken to address the complaint, the outcome of the process including the reasons.

The decision should be made where practicable within 10 (ten) working days from the clarification process takes place.

The Complaint Facilitator is responsible for ensuring the complaint is recorded onto the student file.

Director/CEO

The Director/CEO is responsible for managing an internal review personally or for the matter to be delegated to an appropriate management representative or committee who have not been involved with the complaint.

The complainant will receive written notice when the matter has been reviewed.

All parties involved will receive a statement in relation to the outcome within 21 days.

If the process will take longer than 21 days from the review request, the complainant will be notified in writing of the reason for the delay and kept informed about the ongoing progress both in writing and through phone contact.

The CEO will take overall responsibility for any complaints and have them addressed through Manager as appropriate.

How to Lodge a Complaint

A complaint can be made in four ways:

1. Call 1300 795 945 between 9am – 5pm Monday to Friday
2. Email info@icets.com.au
3. Written complaints can be posted to PO Box 131, Brisbane Qld 4001

Version History

Version	Date	Author	Summary of Changes
---------	------	--------	--------------------

1.0	20/05/2025	COO	Created as individual policy (removed from student handbook)