49. Complaints & Appeals Feedback Loop

Purpose

To ensure complaints, appeals and learner feedback are systematically analysed and used to drive continuous improvement in accordance with the 2025 Standards for Registered Training Organisations (RTOs), ensuring outcomes are fair, transparent, evidence-based and focused on improving learner experiences.

Scope:

Applies to all complaints, appeals and feedback received from learners, staff, trainers, assessors, employers, third parties and other stakeholders.

Policy:

I4BLD TRAINING analyses all complaints, appeals and feedback to identify systemic issues, emerging risks, recurring themes and opportunities for improvement. Outcomes are incorporated into the Continuous Improvement (CI) Register and monitored through governance processes.

Feedback Loop Process:

- Receive complaint, appeal or feedback and record in the Complaints & Appeals Register.
- Acknowledge receipt and manage the matter in accordance with the Complaints and Appeals Policy.
- Determine whether the issue indicates a systemic, compliance, assessment, trainer, resource or learner support concern.
- Conduct root cause analysis where appropriate.
- Record corrective actions, preventive actions, responsibilities and due dates in the Continuous Improvement Register.
- Review effectiveness of actions within agreed timeframes.
- Report trends at least quarterly to management and governance.
- Update policies, procedures, training resources, assessment tools and staff capability where required.

Governance Requirements:

- Quarterly trend analysis of complaints, appeals and feedback.
- Immediate escalation of significant compliance, safety or integrity issues.
- Evidence of actions retained for audit.
- Continuous improvement outcomes communicated to relevant personnel.

Records:

- Complaints & Appeals Register
- Continuous Improvement Register
- Corrective Action Records
- Management Review Minutes
- Staff Communication Records