

Complaints and Appeals Policy

Provider	The Bright College RTO 45752 CRICOS 03945D
Campus	Level 2, 440 William Street, Perth WA 6000
Policy version	3.1
Regulatory review	15 September 2026
Applies to	All applicable domestic and international students
Policy owner	CEO / RTO Manager
Next review	15 September 2027

Regulatory framework

- National Vocational Education and Training Regulator Act 2011 (Cth).
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (effective for RTOs from 1 July 2025).
- Competition and Consumer Act 2010 (Cth), Schedule 2 – Australian Consumer Law.

Compliance note: This draft separates and updates the Version 3.1 policy framework against the regulatory position reviewed on 15 September 2026. Applicable legislation, regulatory instruments, registration conditions and formally approved College documents take precedence if a conflict is identified. Final operational approval and implementation evidence remain the responsibility of The Bright College.

Policy and procedure

The Bright College's Management shall ensure that all complaints and appeals are dealt in accordance with the principles of natural justice and procedural fairness and remains publicly available. All complaints and appeals shall be subject to notification within The Bright College's management meeting and require the implementation of The Bright College's complaints and appeals process.

Scope of Complaints and Appeals Policy

The Bright College will manage and respond to allegations involving the conduct of:

- The Bright College, its trainers, assessors, or other staff.
- a third-party providing services on The Bright College's behalf, its trainers, assessors and/or other staff; or
- a learner of The Bright College.

Complaints and Appeals Procedures

Learners enrolled at The Bright College have ongoing access to a Complaints and Appeals Procedure which features both an Internal and if necessary, an External process

(Please note 'RTO staff' will be considered to include third parties or partnering organisation staff)

- Learners may submit a complaint (verbally or in writing) directly to The Bright College's staff with the purpose to resolve a complaint through **discussion and through mutual agreement**. All complaints received will be acknowledged in writing by The Bright Colleges Management.

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- The Bright College staff shall explain to the Learner the complaints and appeals processes available to them.
- Learners may be accompanied by a third party of their choice to support them in the discussion.
- All complaints when finalised shall be reported to The Bright College's Management by The Bright College's staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.
- All complaints that are not resolved with Learners by mutual agreement with The Bright College's staff will require the completion of the formal complaints process.

Formal Process

- When a Learner wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint through mutual agreement (directly with staff) the Learner may submit a formal complaint to The Bright College's management utilising the **Student Complaint Form**.
- The Bright College's Management will acknowledge receipt of complaint within 5 days and respond in writing to all formal Learner complaints within 14 days of receipt of a **Student Complaint Form**.
- When a Complaint is recognised as requiring more than 60 calendar days to resolve The Bright College's management must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.
- The Bright College's Management shall respond to formal complaints from Learners in writing with proposed resolution to the complaint.
- The Bright College Management responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- All formal complaints when finalised shall be reported to The Bright College's Management by The Bright College's staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

Appeals Process

In the event of a Learner advising that they are dissatisfied with the proposed solution for a formal complaint to The Bright College's management, the CEO shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

External Appeals

- The CEO shall advise the Learner that an Independent Third party shall be sought to consider the nature of the complaint and a possible further resolution at no cost to the Learner.
- The selection of the Independent Third party shall be communicated with the Learner and the selection must be with the mutual agreement of the Learner.
- The Bright College's management shall make contact with the Independent Third party and provide all documentation related to the formal complaint and Learner contact details.
- Independent adjudication responses must be within 7 days from the date that all formal complaint documentation is provided to the Independent Adjudicator.
- When an Appeal process is recognised as requiring more than 60 calendar days to resolve The Bright College's management must inform the appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter.
- On receipt of the formal complaint documentation the Independent Third party shall make contact with The Bright College's Management staff and the Learner and arrange a suitable time for further discussion pertaining to the formal complaint.
- All Independent Third Party proposed solutions shall be final and be reported to The Bright College's management and the Learner in writing and will require immediate implementation by both parties.

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Assessment result appeals

All appeals from Learners relating to assessment results must be received in a period no longer than 3 months following the competency decision.

Assessment Appeals Procedure

Staff delivering training and assessment services on behalf of The Bright College will be required to:

- Provide timely guidance to all course participants regarding the assessment appeals procedure.
- Clarify any aspects of the assessment results that a student does not understand.
- Provide each student that requests an assessment appeal with the required **Assessment Appeal form**.
- Communicate directly via email as soon as possible with The Bright College's management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.
- Schedule a meeting with the student and The Bright College's management when a completed assessment appeal form is received from a student.
- Communicate any outcome decision by The Bright College's management to uphold or overturn an assessment appeal to the student's by completing the assessment appeal form clearly identifying the reason for the outcome.
- All assessment appeals will be processed by The Bright College's staff and management within 10 days of receipt of an appeal. All assessment appeals must be maintained on the student's file.
- Student records will be adjusted to comply with The Bright College's management appeal outcome decisions.

Complaints and appeals records

The Bright College's management shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in The Bright College's Management meeting minutes identifying potential causes of complaints and appeals and takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

Records of all appeals will be recorded in The Bright College's Review meeting minutes and all written student complaints records will be retrievable through the Student Complaints PCFs.

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