

COMPLAINTS POLICY



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1. Purpose

This policy makes sure that complaints made to National Institute of Vocational Studies Pty Ltd, trading as Building Institute NSW, are handled fairly, promptly, transparently and consistently, and that what is learned from complaints is used to improve its services.

Building Institute NSW is committed to a safe, supportive and high-quality environment for everyone it engages with. Complaints are managed professionally and confidentially, in line with natural justice and procedural fairness, so that both the person making the complaint and the person complained about are treated fairly and with respect.

This policy:

- explains what a complaint is and who can make one
- sets out how to make a complaint and the support available
- describes the steps for dealing with a complaint and the timeframe for each step
- explains what happens if the complainant is not satisfied, including external options
- describes how complaints are recorded and used for continuous improvement.

2. Scope

This policy applies to complaints from students, prospective students, employers, staff, contractors, industry partners and other stakeholders about the services, operations or conduct of:

- employee or contractors engaged by Building Institute NSW
- a Building Institute NSW student
- any third party that may be engaged in the future to deliver services or market on behalf of Building Institute NSW, including any its staff.

Examples of a complaint may include:

- dissatisfaction with the quality or suitability of training, learning resources, facilities or student support
- concerns about the timeliness of assessment marking, communication or feedback provided by an assessor
- perceived errors in administrative processes
- concerns about the conduct of a trainer, staff member or student, including perceived discrimination, harassment or bullying
- concerns about how personal information is collected, used, disclosed, stored or protected.

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This policy does not cover:

- requests to review a decision, such as an assessment result, refund decision or complaint outcome, which are managed under the Appeals Policy
- staff employment grievances, which are managed under Building Institute NSW's employment procedures
- matters requiring referral to police or another relevant authority, for which Building Institute NSW will provide appropriate support to the person affected and address any related issues within its responsibilities.

3. Definitions

Term	Meaning
Appeal	A request for a decision made by Building Institute NSW to be reviewed. Appeals are managed under the Appeals Policy.
Business day	A day that is not a Saturday, Sunday or public holiday in New South Wales.
Complainant	The person who makes a complaint. A complaint may be made by a representative, such as a parent, advocate or employer, with the person's consent.
Complaint	An expression of dissatisfaction about Building Institute NSW, its services, staff, contractors, industry partners, students or (if engaged) third parties, where a response or resolution is expected.
Complaints and Appeals Register	Building Institute NSW's secure record of all complaints and appeals received, actions taken and outcomes.
Feedback	A comment, suggestion, completed survey or compliment about Building Institute NSW's services that does not need a formal response. Feedback is recorded and used for improvement.
Improvement Record	An entry in the Continuous Improvement Register that tracks a corrective or preventive action arising from a complaint.
Natural justice and procedural fairness	The right of each party to be heard, to know the case against them, and to have the matter decided by an unbiased person on the evidence.
Respondent	The person or organisation the complaint is about.
Third party	A person or organisation that delivers training, assessment or marketing services on Building Institute NSW's behalf under a written agreement. Building Institute NSW does not currently engage third parties.



Term	Meaning
Triage	The first assessment of a complaint's urgency, seriousness and complexity, to decide how it will be handled and by whom.

4. Policy Statement

Building Institute NSW:

- welcomes feedback and complaints as opportunities to improve its services, practices and student experience
- provides a complaints process that is free, accessible, clearly communicated and easy to use, with support available where needed
- ensures individuals are not disadvantaged, victimised or subjected to reprisal for raising a concern or making a complaint
- handles complaints fairly and impartially, giving all relevant parties a reasonable opportunity to present their views and respond before a decision is made
- addresses complaints within published timeframes and keeps complainants informed of progress, including any delays
- provides written outcomes with clear reasons and information about available review and appeal options
- maintains the student's enrolment while their complaint is being considered
- takes responsibility for managing complaints about services delivered by any person or third party acting on its behalf.

5. How the Complaints Process Is Made Known

Building Institute NSW makes sure students, staff and stakeholders know how to give feedback and make a complaint. Information about the process is:

- published on the Building Institute NSW [website](#).
- included in the pre-disclosure information given before enrolment, the Consumer Protection Policy and the Student Experience Guide
- explained at student induction and staff induction
- given to staff, employers, other stakeholders or students on request
- given to prospective students by any third party that markets or delivers on Building Institute NSW's behalf, if third parties are engaged in the future.

The complaints system is designed to be fair, timely and effective. Complaints are handled by people who were not involved in the matter, complainants can present their case without fear of repercussions, complaints are triaged by urgency and complexity, and

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every complaint is recorded in the Complaints and Appeals Register. Clear procedures, staff training and regular reporting help make sure complaints are handled consistently.

6. Guiding Principles

Principle	How Building Institute NSW applies it
Commitment	Building Institute NSW is committed to a clear complaints-handling process
Capacity	Enough resources are made available for complaints handling, and they are managed effectively.
Transparency	The process is explained to students, staff, employers and other stakeholders. Each complainant is kept informed about how their complaint is being handled.
Accessibility	The complaints process is easy to locate, understand and use, with information provided in plain English. Information and help to submit a complaint are available by Building Institute NSW
Responsiveness	Complaints are acknowledged promptly and the complainant's needs are taken into account.
Objectivity	Each complaint is dealt with in a fair, objective and unbiased way.
Charges	Making a complaint is free.
Information integrity	Information about complaints handling is accurate, and the data collected is relevant, correct, complete and useful.
Confidentiality	Personal information about a complainant is used only to deal with the complaint and is not disclosed unless the complainant consents or the law requires it.
Student-focused approach	Building Institute NSW takes a student-focused approach and is open to feedback.
Accountability	Building Institute NSW is accountable for, and reports on, its decisions and actions in handling complaints.
Improvement	Building Institute NSW regularly analyses complaints and their outcomes to identify recurring issues, address underlying causes and inform improvements to its services, policies and processes.
Competence	People who handle complaints have the skills, training and experience to do so.
Timeliness	Complaints are dealt with as quickly as their nature allows.

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7. Objectivity

7.1 Principles of objectivity

Principle	What it means
Openness	The complaints process is clearly communicated and readily accessible, so that staff, complainants and other relevant parties understand their roles, responsibilities and the steps to follow.
Impartiality	Complaints are handled fairly and impartially, with equal consideration given to the complainant, the person who is the subject of the complaint and Building Institute NSW. The focus is on establishing the facts and achieving a fair resolution. Complaints about a staff member must be investigated by another person who has no actual, potential or perceived conflict of interest.
Confidentiality	The complainant's identity and personal information are protected as far as reasonably practicable. Information is shared only where necessary to manage the complaint fairly or meet legal obligations and with the complainants consent, with appropriate privacy safeguards.
Accessibility	The complaints process is readily accessible, with information provided in plain English and accessible formats, and assistance available where needed.
Completeness	Complaints are examined thoroughly, relevant evidence is considered, and all relevant parties have a reasonable opportunity to provide information and respond.
Equitability	All parties are treated fairly and without discrimination, with individual needs considered and appropriate support or reasonable adjustments provided to enable equitable participation.
Sensitivity	Each complaint is considered on its merits, with respect for the circumstances, cultural background, wellbeing and support needs of those involved.

7.2 Objectivity for staff

Staff who are the subject of a complaint must be treated fairly and afforded procedural fairness.

Building Institute NSW will:

- promptly inform them of the allegations and provide sufficient detail and relevant information before any interview to allow a meaningful response

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- provide a reasonable opportunity to respond, explain their position and present relevant evidence
- offer appropriate support, including the option to have a support person present at any interview
- keep them informed of the investigation's progress and advise them of the outcome and reasons, subject to privacy and confidentiality requirements.

Complaints about staff are kept confidential and known only to those directly involved.

7.3 Conflicts of interest

Your complaint will be handled by someone with the skills and authority to consider it fairly and impartially. Anyone with a conflict of interest, such as a personal relationship with someone involved or prior involvement in the matter, must declare it so the complaint can be assigned to someone else.

If no suitable person within Building Institute NSW can act impartially, we will appoint an independent external investigator at no cost to you. We will ensure independent arrangements are in place to investigate your complaint and decide the outcome. We will explain who is handling the matter, the expected timeframes and the support available, and keep you informed throughout the process.

8. Making a Complaint

Building Institute NSW encourages people to raise concerns early, as minor issues can often be resolved quickly. A complaint can be made:

- in person, to any Building Institute NSW staff member
- by phone on 1300 412 359
- by email to info@buildinginstitute.edu.au
- in writing, using the Complaints Form available on the website or on request.

8.1 Support to make a complaint

- Complainants can be helped by a support person, interpreter or advocate of their choice at any stage.
- Staff will help anyone who needs assistance to put their complaint in writing, or will record a verbal complaint and read it back to the complainant.
- Interpreting can be arranged through the Translating and Interpreting Service (TIS National) on 131 450 at no cost to the complainant.
- People who are deaf or have a hearing or speech impairment can contact Building Institute NSW through the National Relay Service.



8.2 What to include

Where possible, a complaint should include:

- the complainant's name, contact details and preferred contact method
- what happened, when and where, and who was involved
- any supporting documents, such as emails, photos or receipts
- the outcome the complainant is seeking.

8.3 Anonymous complaints

Anonymous complaints are accepted and recorded. Building Institute NSW will look into them as far as it can, but it may be limited in how it can investigate and respond, and it cannot give an outcome to someone it cannot contact.

9. Complaints Handling Procedure

1. **Early resolution (optional).** If they feel comfortable, the complainant may first raise the issue with the person involved, who will try to resolve it on the spot and record it as feedback. The complainant does not have to take this step, particularly where the complaint is about that staff member.
2. **Lodgement and recording.** The Student Enrolment Officer must record each formal complaint in the Complaints and Appeals Register on the day it is received, including the date received, the complainant's details, the nature of the complaint, the services involved and the outcome sought, and promptly notify the CEO or Director. Any staff member who receives a complaint or becomes aware of a concern, including through an informal or passing comment, must refer it to the Student Enrolment Officer on the same day. The Student Enrolment Officer must promptly follow up with the person to clarify their concerns, provide support to lodge a formal complaint where appropriate, and arrange any necessary escalation without unnecessary delay..
3. **Acknowledgement.** The complainant receives a written acknowledgement within 2 business days, with the name and contact details of the person handling the complaint, a summary of the complaint, and the expected resolution timeframe.
4. **Triage and allocation.** Within 2 business days of receiving your complaint, Building Institute NSW will assess its urgency and complexity (see section 11) and assign it to a suitably skilled and appropriate investigator who was not involved in the matter and has no actual, potential or perceived conflict of interest. The CEO may investigate only where these requirements are met. A complaint concerning the CEO will be referred directly to the Director, provided the Director can act impartially. Where the complaint concerns the Director, both the CEO and Director are conflicted, or no suitable internal person can act impartially, Building Institute NSW will appoint an independent external investigator. The appointment will include independent arrangements for determining and implementing the outcome. You will be informed of



the referral, expected timeframes and available support, and will not be charged for the investigation.

5. **Investigation.** The investigator gathers the facts, reviews records, and gives the complainant and the person complained about the chance to be heard and to respond to any adverse information. Either party may bring a support person to any meeting. Interim measures may be put in place to protect people while the investigation is under way.
6. **Decision and Outcome.** Your complaint will be decided on the evidence by a person who was not involved in the matter, has no actual, potential or perceived conflict of interest, and has the skills and authority to make the decision. Building Institute NSW aims to resolve complaints within 20 business days of receipt. A written decision will be provided to all parties, subject to privacy and confidentiality requirements and will explain the findings and reasons, any remedies or corrective actions, and available appeal options. Remedies may include an apology, an explanation, re-delivery of training, reassessment, a fee adjustment or refund, changes to processes, or appropriate action concerning a staff member or student.
7. **Review.** A complainant who is not satisfied with the outcome may lodge an appeal under the Appeals Policy within 10 business days. The appeal is decided by someone who did not make the original decision.
8. **Closure and improvement.** The complaint is closed in the Complaints and Appeals Register once any agreed action is complete, and any improvement action is recorded in the Continuous Improvement Register.

9.2. Independent investigator and escalation matrix

Type of complaint or issue raised	Most appropriate investigator or adviser	Notes
Dissatisfaction with the quality or suitability of training, learning resources, facilities or student support	CEO, or a staff member not involved in the matter; independent VET compliance adviser	Where the complaint points to a wider issue, the investigator also considers an internal audit of the Training and Assessment Strategy or commences a validation under the Conduct of Training and Assessment Policy.

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Concerns about the timeliness of assessment marking or feedback from an assessor	CEO, or a staff member not involved in the matter; independent assessor where the delay is linked to how assessment is conducted	The investigator checks the timeframes the student was told about and the reasons for the delay. Results that are overdue are finalised as a priority. The investigator reviews the feedback from the original assessor and determines whether it was clear, constructive and industry relevant. A complaint that seeks to change an assessment, RPL or credit transfer result is handled as an appeal under the Appeals Policy, and the complainant is told this in writing.
Perceived errors in administrative processes, such as delays in communication or minor errors in invoicing	CEO, or a staff member not involved in the matter; the Student Enrolment Officer does not investigate a complaint about their own work	The error is corrected as soon as it is confirmed, and the complainant is told in writing what was corrected. The investigator checks on how the error may have occurred and additional staff training may be conducted.
Concerns about the conduct of a trainer, staff member or another student including perceived discrimination, harassment or bullying or allegations of sexual harassment, assault, violence or conduct creating a risk to health and safety	CEO, or the Director where the complaint concerns the CEO; independent workplace investigator and legal advisor for serious or disputed matters	All parties are treated fairly and may bring a support person of their choosing. For urgent matters, immediate measures are taken to protect safety and preserve evidence. Mediation is not used for serious matters involving sexual harassment, violence or potential power imbalances. Any disciplinary action follows the Code of Conduct Policy, with appeal rights under the Appeals Policy. Matters may be referred to SafeWork NSW, NSW Police or other relevant authorities where required, and affected individuals are informed of external complaint options, including Anti-

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		Discrimination NSW and the Australian Human Rights Commission.
Concerns about how personal information is collected, used, disclosed, stored or protected	CEO or the Director where the complaint concerns the CEO; IT or legal adviser where a potential data breach may have occurred	The complaint is assessed against the Australian Privacy Principles and the Privacy Policy. Under the Notifiable Data Breaches scheme in the Privacy Act 1988 (Cth), a suspected eligible data breach is assessed within 30 days, and the Office of the Australian Information Commissioner (OAIC) and affected individuals are notified where required. The complainant may also complain to the OAIC (1300 363 992).
Theft, bribery, secret commissions or an undisclosed conflict of interest by a staff member	CEO or the Director where the complaint concerns the CEO; Legal adviser	These matters require evidence preservation and advice regarding contractual recovery, insurance notification, police reporting and potential civil or criminal proceedings.
A disagreement about how the complaint outcome or remedy is being put into effect	Independent mediator or VET compliance adviser	A mediator may help where the issue is communication or implementation. A compliance adviser is used where the issue is whether the remedy meets the Standards for RTOs 2025.

9.3. Principles for selecting an investigator or adviser

- The person investigating a complaint must not have been involved in the matter complained about and must have no conflict of interest.

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- An independent assessor is used where a complaint concerns the timeframe an assessment was conducted or the feedback provided. A complaint about an assessment result is handled under the Appeals Policy.
- An independent VET compliance adviser is used where the complaint raises questions about training quality, assessment integrity, marketing, records or compliance with the Standards for RTOs 2025.
- A legal adviser is engaged where the complaint may involve criminal conduct, discrimination, serious misconduct, a privacy breach, litigation, regulatory enforcement or significant financial or reputational risk.
- An independent mediator is used only where the main issue is the relationship or communication breakdown regarding a complaint. Mediation is not used to decide complaints involving harassment, violence, serious non-compliance or a significant power imbalance, and is always voluntary for the complainant.
- Where a complaint involves both compliance and legal risk, both a compliance adviser and a legal adviser may be engaged.
- Every investigator or adviser declares any conflict of interest before starting, and the declaration is recorded in the Conflict of Interest Register. Their scope, who they report to, their confidentiality obligations and their access to records are recorded in writing on the complaint file.
- Building Institute NSW meets the cost of any investigator or adviser it engages. The complainant is never charged for this.
- Before sharing a complainant's personal information with an external investigator or adviser, Building Institute NSW obtains the complainant's informed consent using the Authority to Release Personal Information Form, and keeps it on the complaint file. Consent is not needed for a disclosure that is required or authorised by law, such as a report to NSW Police, the Child Protection Helpline, SafeWork NSW or the National VET Regulator.

10. Summary of Timeframes

Step	Timeframe
Complaint recorded in the Complaints and Appeals Register	Same day as received
Material Event complaints (safety, wellbeing or serious misconduct)	Action taken immediately; complainant contacted within 1 business day
Written acknowledgement	Within 2 business days
Complaint triaged and allocated	Within 2 business days
Written outcome with reasons	Within 20 business days

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Step	Timeframe
Progress updates if the complaint will take longer than 20 business days	Written notice with reasons, then at least every 10 business days
Appeal against the outcome (see Appeals Policy)	Lodged within 10 business days of the outcome

11. Triage

Event	Examples	Response
Material Event	Any complaint that may constitute a material event under section 16 or affect Building Institute NSW's ability to comply with section 20 of the 2025 Compliance Standards must be promptly escalated and assessed against applicable notification requirements. Examples may include risks to the safety or wellbeing of students, staff or others; allegations of sexual harassment, assault, abuse or serious misconduct; child safety concerns; or a serious data breach.	Immediate action is taken to protect people. Referred to the investigator on the same date. The National VET Regulator and other external authorities notified where required and within the required timeframes.
Non-material event	Complaints that do not constitute a material event under section 16 or significantly affect Building Institute NSW's ability to comply with section 20 of the 2025 Compliance Standards may include isolated concerns about communication, training quality, assessment timeframes, minor administrative errors or assessor feedback. Each complaint must be assessed on its circumstances, including whether it indicates a recurring or systemic issue, and reassessed if further information changes its significance.	Handled under the standard procedure and timeframes.

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Non-material events are matters assessed as not significantly affecting Building Institute NSW's ability to comply with its regulatory obligations and not otherwise subject to a specific notification requirement. Where a complaint is initially assessed as non-material, but information identified during the investigation establishes that it constitutes a material event, Building Institute NSW must promptly reclassify and escalate the matter, document the reasons, and notify the National VET Regulator or other relevant authority in accordance with applicable notification requirements and timeframes.

12. Delays

If more than 20 business days are needed to resolve a complaint (for example, because it is complex or depends on information from someone else), the complainant is told in writing, given the reasons and a new expected timeframe, and updated at least every 10 business days until the complaint is resolved.

13. External Avenues

Complainants are encouraged to use Building Institute NSW's process first, but may contact any of the following at any time:

Organisation	Contact
National VET Regulator	Concerns about Building Institute NSW's compliance with the Standards for RTOs 2025 at www.asqa.gov.au
National Training Complaints Hotline	Experiences whilst undertaking training in the VET sector, they can refer your complaint to the most appropriate authority to have your complaint considered 13 38 73 or www.dewr.gov.au
Office of the Australian Information Commissioner (OAIC)	For privacy complaints. 1300 363 992 or www.oaic.gov.au
Australian Human Rights Commission	Discrimination, harassment or bullying. 1300 656 419 or www.humanrights.gov.au

14. No Detriment and Continued Enrolment

No person will be disadvantaged, victimised or treated unfavourably for making a complaint in good faith or participating in an investigation. Victimisation is treated as serious misconduct.

A complainant's enrolment will ordinarily continue while their complaint is investigated. Proportionate interim measures may be taken where reasonably necessary to manage an immediate safety, wellbeing, regulatory or integrity risk. These measures must not



prejudge the complaint's outcome. The reasons, scope and duration of any interim measures must be documented and communicated to the affected person, together with information about how to request a review.

Where evidence establishes that a complaint was knowingly false or deliberately made to harass another person, action may be taken under the Code of Conduct Policy, subject to procedural fairness. A complaint is not considered false or malicious solely because it is not substantiated.

15. Records and Confidentiality

Building Institute NSW must document each stage of the complaint process and retain all relevant records, including acknowledgements, investigation notes, evidence relied upon, correspondence, meeting notes, outcome letters, and any independent external review report and response. Records must also capture reasons for outcome decisions, corrective or preventive actions, and evidence of their completion

Each complaint, its progress, final outcome and corrective action taken must be recorded in the Complaints and Appeals Register and Appeals Register and Continuous Improvement Register.

Complaint records must be stored securely, separately from a student's academic file, managed in accordance with Building Institute NSW's Privacy Policy and retained for at least seven years, or longer where required by law. Parties to complaint may request access to personal information held about them at any time. Access requests will be managed in accordance with the Privacy Policy and applicable privacy requirements, with due regard for the privacy and confidentiality of other individuals.

16. Improvement Actions

Building Institute NSW analyses complaint outcomes to identify trends, underlying causes and opportunities for improvement. Where a complaint is substantiated, corrective and preventive actions must address the identified causes and reduce the likelihood of recurrence. Improvement actions must be recorded in the Continuous Improvement Register, with assigned responsibility, completion timeframes and a review of effectiveness.

Building Institute NSW must:

- analyse complaints at least quarterly by type, compliance area, timeliness and outcomes to identify recurring and systemic issues
- report complaint data, trends and improvement actions to the Director through the CEO's quarterly report and provide de-identified reporting to the Advisory Committee
- audit the complaints process annually to assess its accessibility, fairness, timeliness and effectiveness

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- use findings to strengthen quality assurance and self-governance and inform improvements to policies, procedures, training, resources and staff development

17. Roles and Responsibilities

Role	Responsibilities
Director	Decides any complaint that concerns the CEO's own conduct, and complaints referred under section 9. Acts on the Independent Adviser's advice where a complaint concerns the Director.
Chief Executive Officer (CEO)	Has overall responsibility for complaints management. Triage complaints, decides outcomes (except where the complaint concerns the CEO), and makes sure staff understand this policy, are trained, and direct students to the process. Analyses complaint data and reports trends to the Director and the Advisory Committee.
Student Enrolment Officer	Receives formal and informal complaint requests and supports students to understand, access and participate in the complaints process, including assistance to lodge a complaint. Promptly notifies the CEO or Director of each complaint, records the complaint in the Complaints and Appeals Register, issues acknowledgements, monitors required timeframes and keeps appellants informed of progress and outcomes.
Complaint investigator	Conducts an impartial investigation, gives all relevant parties a reasonable opportunity to be heard and respond. Must have had no prior involvement in the matter and disclose any actual, potential or perceived conflict of interest before appointment or as soon as it becomes apparent.
Trainers and Assessors	Ensures students are informed of their right to lodge a complaint, and provides appropriate support to access and lodge a complaint. Where a student indicates that they wish to make a complaint, including through an informal or passing comment, the trainer and assessor must notify the Student Enrolment Officer on the same day so that they can follow up with the student and assist them to lodge a formal complaint.
Third parties (not currently engaged; provision applies to any future engagements)	Ensures students are informed of their right to complain and how to access Building Institute NSW's complaints process, and promptly refers any complaints to Building Institute NSW.



18. Legislative and Regulatory Framework

- Outcome Standards for NVR Registered Training Organisations 2025, Standard 2.7 (feedback and complaints) and Standard 4.3 (risk management)
- Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements 2025, section 20
- Competition and Consumer Act 2010 (Cth), Schedule 2: Australian Consumer Law
- Privacy Act 1988 (Cth) and the Australian Privacy Principles

19. Monitoring and Evaluation

The CEO must review the following measures each quarter and report the findings to the Director and Advisory Committee through quarterly reports and summaries:

- the number and type of complaints and the service areas involved
- the proportion substantiated, and the remedies provided
- the corrective, preventive and improvement actions identified, completed or outstanding, including any overdue actions and reasons for why.
- the review must identify recurring issues, reasons for delays and any further action required.

The process is audited each year. This policy is reviewed at least once a year, and sooner if there is a change to the Standards for RTOs or relevant legislation.

20. Related Documents

- Appeals Policy
- Consumer Protection Policy
- Privacy Policy
- Access and Equity Policy
- Access and Equity Implementation Policy
- Governance and Management of RTO Policy
- Conflict of Interest Policy
- Code of Conduct Policy
- Complaints Form
- Complaints and Appeals Register, Continuous Improvement Register and Conflict of Interest Register