STUDENT POLICY

Student Complaints and Feedback Procedure

Final version version 1.1

Policy owner	Approved by	Effective date	Review date
RIGBI Executive Director	Board	01/12/2026	30/11/2027

Document status Approved

Student services contact: learning@rigbigroup.com.au

Policy reference: RGPOL_012

RIGBI welcomes feedback and takes complaints seriously. Students may raise a concern without fear of disadvantage for doing so in good faith. This procedure explains how RIGBI handles concerns about its services, staff, contractors, other students, facilities or conduct.

1 What this procedure covers

A complaint is an expression of dissatisfaction about a RIGBI service, decision, conduct or environment where a response is reasonably expected. Feedback is an idea, compliment or suggestion for improvement. This procedure does not replace emergency reporting, police reports, a partner RTO's academic appeal process, or another regulator's statutory process.

2 How to raise a concern

Students are encouraged, where safe and appropriate, to first speak with the person involved or a RIGBI staff member. This is optional. A student may make a formal complaint directly at any time, especially where the issue is serious, sensitive or unresolved.

Submit a complaint in writing to [insert complaints email] or through the RIGBI student portal or complaint form [insert link]. Include your name and contact details, what happened, relevant dates, people involved, the outcome you are seeking and any supporting information.

If writing is difficult, ask a staff member for assistance or make the complaint verbally; the staff member will help record it. You may have a parent, guardian, advocate, interpreter or other support person assist you.

For urgent safety risks, contact emergency services where needed and notify RIGBI as soon as practicable.

3 Acknowledgement and assessment

RIGBI will acknowledge a formal complaint within 5 business days. It will assess the matter, identify any immediate safety or welfare action, and advise the student of the next steps. RIGBI aims to provide an outcome within 20 business days. If more time is reasonably required, RIGBI will explain why and provide an expected timeframe.

4 Fair process

RIGBI will handle complaints impartially, respectfully and as confidentially as reasonably possible. The person assessing a complaint will not be the person whose decision or conduct is being reviewed where this can reasonably be avoided. People who may be adversely affected by an allegation will be told enough about it to respond, subject to privacy, safety and legal obligations. Decisions will be based on relevant information and documented.

5 Outcome and review

RIGBI will give the student a written outcome, including the reasons for the decision and any action to be taken, subject to privacy obligations. If the student is dissatisfied, they may request an internal review within 10 business days of the outcome. The request should state why the decision should be reconsidered and include any new information. An appropriately independent RIGBI representative will review the matter and aim to provide a written review outcome within 20 business days.

6 External options

A student may seek independent advice or contact an external body at any stage. For complaints about a partner RTO's training, assessment or enrolment obligations, the student should also use that RTO's complaints and appeals process. For concerns about a training provider, the National Training Complaints Hotline can help direct a matter to the appropriate authority. Consumer issues may be raised with the relevant state consumer protection agency. RIGBI will cooperate with a lawful external process.

7 Records, privacy and no retaliation

RIGBI will keep a record of the complaint, actions and outcome in accordance with its privacy and records practices. Information will be shared only with people who need it to assess, respond to, support or manage the matter, or where disclosure is required or permitted by law. Retaliation against a person who makes, supports or participates in a complaint in good faith is prohibited and should be reported immediately.

8 Feedback

Students may provide feedback anonymously through admin@rigbigroup.com.au RIGBI will use feedback to improve services and may not be able to respond to anonymous feedback individually.