

NEAS PD Coursework Complaints and Appeals Policy

1. Purpose

The purpose of this policy is to provide a clear, fair, and transparent process for managing complaints and appeals related to NEAS Professional Development (PD) programs.

This policy ensures that participants have access to a respectful and timely process for raising concerns or appealing decisions, and that NEAS handles such matters consistently and in accordance with principles of natural justice.

2. Scope

This policy applies to complaints and appeals relating to NEAS Professional Development programs, including but not limited to:

- Assessment decisions
- Course completion or certification outcomes
- Recognition of Prior Learning (RPL) decisions
- Academic integrity matters
- Delivery or administration of NEAS PD programs

This policy applies to:

- Participants enrolled in NEAS PD programs
- NEAS staff, assessors, and decision-makers involved in PD programs

3. Definitions

For the purposes of this policy:

- **Complaint** refers to an expression of dissatisfaction with a process, service, decision, or conduct related to a NEAS PD program.
- **Appeal** refers to a formal request for review of a specific decision, including assessment outcomes, RPL decisions, or certification outcomes.
- **Complainant** refers to a participant who lodges a complaint.
- **Appellant** refers to a participant who lodges an appeal.
- **Natural Justice** refers to the principles of fairness, including the right to be heard and the right to an impartial decision-maker

4. Complaints and Appeals Policy

4.1. Principles

NEAS is committed to managing complaints and appeals in a manner that is:

- Fair, transparent, and impartial
- Timely and proportionate
- Respectful of all parties involved
- Based on clear evidence and documented processes

Participants will not be disadvantaged or penalised for lodging a complaint or appeal in good faith.

4.2. Complaints

- Participants are encouraged to raise concerns as early as possible.
- Complaints may relate to program delivery, communication, assessment processes, or administrative matters.
- Where appropriate, complaints may be resolved informally in the first instance.

Complaints must be submitted in accordance with NEAS procedures.

4.3. Appeals

- Appeals may be lodged against formal decisions, including:
 - Assessment outcomes
 - RPL decisions
 - Course completion or certification outcomes
 - Findings relating to academic integrity
- Appeals must be based on one or more of the following grounds:
 - A procedural error
 - New or relevant evidence not previously considered
 - Evidence that the decision was unreasonable or inconsistent with published criteria

Disagreement with academic judgement alone is not sufficient grounds for appeal.

4.4. Lodgement and Timeframes

- Complaints and appeals must be lodged within the timeframes specified in NEAS procedures.
- Submissions should clearly state the nature of the complaint or appeal and the outcome sought.
- NEAS will acknowledge receipt and advise of next steps.

4.5. Review and Decision-Making

- Complaints and appeals will be reviewed by an appropriate and impartial person or panel.
- The reviewer will not be the original decision-maker where practicable.
- Decisions will be based on available evidence, relevant policies, and procedural fairness.

Participants will be advised of the outcome in writing.

4.6. Outcomes

Outcomes of complaints or appeals may include:

- Confirmation of the original decision
- Amendment of the decision
- Further assessment or review
- Other appropriate remedies consistent with NEAS policies

Decisions following an appeal are final, subject to any further review options outlined in NEAS procedure.

5. Quality Assurance and Compliance

5.1. Monitoring and Review

- Complaints and appeals data will be monitored to identify trends and areas for improvement.
- This policy will be reviewed at least every three years, or earlier if required due to:
 - Changes in PD programs
 - Regulatory expectations
 - Identified systemic issues

5.2. Responsibility

Responsibility for oversight of this policy rests with:

- NEAS Manager, Quality and Professional Development

6. Related Forms and Documents

- Complaints and appeals submission forms
- Complaints and appeals procedures
- Records of complaints and appeal outcomes

7. Related Policies

This policy should be read in conjunction with:

- NEAS Assessment Policy
- NEAS Academic Integrity Policy
- NEAS AI Permitted Use Policy
- NEAS Recognition of Prior Learning (RPL) Policy
- NEAS Course Completion and Graduation Policy

Version Control			
Date	Version	Title	Owner
19/1/2026	1.0	NEAS PD Coursework Complaints and Appeals Policy	Manager Quality and Professional Development