

Sports Medicine Australia

Complaints and Appeals Policy

Policy Version	Effective Date	Review Date
1.0	1 July 2025	1 July 2026

1. Purpose

This policy outlines the process for lodging and resolving complaints or appeals in relation to SMA's training and assessment services, ensuring fair and timely handling in line with the 2025 Standards for RTOs.

2. Scope

Applies to all students, staff, stakeholders, and third-party providers involved in SMA training and assessment activities.

3. Guiding Principles

1. All matters will be managed with the strictest of confidence. Note: As part of any complaint investigation, it may be necessary to contact all parties named in the complaint.
2. Complaints will be attended to in a timely manner.
3. Complainants will be informed of the outcome of their complaint as soon as practicable.
4. Feedback may be used to improve training and service quality.
5. Records of all complaints and appeals will be securely maintained.

4. Lodging a Complaint

Complaints should be submitted in writing to:

feedback@sma.org.au

Or via post:

10 Brens Drive, Parkville VIC 3052.

Please include:

- Relevant dates, events, and individuals involved
- A detailed description of the issue.
- List of actions taken (if any) to resolve the issue
- Your contact information

5. Assessment, Resolution and Outcome

SMA will acknowledge receipt of the complaint in writing within 5 business days of submission.

An appropriate member of the team will assess the complaint and determine next steps which may include any one of the following:

- Determining which member of staff should conduct the investigation
- Documenting incident specifics
- Identifying and contacting affected parties
- Seeking further information from the Complainant or third parties if required
- Involving third parties as appropriate.

SMA will use best endeavours to provide an initial response within 10 business days. If we are unable to provide a resolution within this timeframe, we will provide an estimate for resolution.

6. Appeals Process

If you are dissatisfied with our formal response, you may appeal the decision in writing.

Email details of your appeal to feedback@sma.org.au.

Remember to include the basis for appeal, and any new information that may affect the outcome of this process.

Submit your written appeal within 14 days of the original decision to feedback@sma.org.au.

You'll receive a written response with a time estimate for outcome and any other pertinent information within 10 business days.

7. Third Party Providers

Complaints or appeals involving third-party training providers must follow the same process. SMA maintains oversight and responsibility for all training delivered on its behalf.

8. Continuous Improvement

SMA reviews complaints and appeals data regularly to identify trends and improve services. A complaints and appeals register is securely maintained.

9. If still dissatisfied, you may refer the matter to external regulatory bodies as applicable:

- ASQA (www.asqa.gov.au)
- Ombudsman (State/Territory-based)
- Australian Human Rights Commission

End of Document