



FACT ADELAIDE • STUDENT POLICY

Complaints Policy

How to raise a concern and how FACT responds

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Complaints Policy

How to raise a concern and how FACT responds

Wording reviewed: 6 September 2026 | Formal approval and release pending

Proposed start: 1 October 2026 | Next review: 1 October 2027

This policy explains how to tell FACT Adelaide when you are unhappy with something and how we will respond. A complaint does not automatically mean a refund or that an earlier decision will change. We check the facts and explain the outcome.

1. What you can complain about

You can complain about our training, support, fees, privacy, safety, staff, contractors, third parties working for FACT, or behaviour connected with training.

An appeal is different. An appeal asks us to review a decision that affects you. You do not need to know which process to use. Tell us what has happened and we will explain the correct next step.

2. How to tell us

Email info@factadelaide.com, call (08) 7226 5936, speak to a staff member, or write to FACT Adelaide, 34 South Terrace, Adelaide SA 5000.

Tell us what happened, when it happened, who or what was involved, and what you would like us to do. Send any useful information you have. A special form is not required.

You can ask for help, an interpreter, an accessible format, or a support person. There is no charge for making a complaint. You do not have to confront the person involved or try to resolve the matter informally first.

Tell us as soon as you reasonably can so relevant records can be checked. We may consider an anonymous complaint, although limited information can limit what we can investigate or report back to you.

3. How we handle your complaint

We record the complaint, identify the issues, and tell you who is handling it. We listen to the people involved and check relevant records and information.

A person who is the subject of the complaint will not decide their own complaint where another suitable decision-maker is available. FACT will manage any conflict fairly. Everyone affected by an allegation will have a reasonable chance to respond before a finding is made.

If there is an urgent health, safety or welfare risk, we deal with that risk promptly while the complaint is being considered.

4. When you will hear from us

We acknowledge your complaint within two business days. We aim to give you a written outcome within five business days after receiving the information we reasonably need.

If we need longer, we explain why and give you a new target date. While the complaint is still open, we keep you updated at least every five business days unless another interval is agreed.

If the matter is still unresolved after 20 business days, management reviews the delay and explains the next available step. These are service targets; a complex investigation may take longer.

5. Our decision and what you can do next

We give you the outcome in writing and explain our reasons and any action FACT will take.

If you disagree with an adverse decision, you can ask for an appeal under the Appeals Policy. You do not have to produce new evidence just to ask for a review.

FACT handles complaints internally. We do not keep a standing independent complaints reviewer. If an adverse decision is appealed, the Appeals Policy provides an avenue for independent review if the student requests it, at no or low cost to the student.

You may also seek external advice or use an appropriate external complaints service, regulator, court or tribunal without FACT's permission.

6. Fair treatment and records

You will not be penalised simply for making a genuine complaint or using a lawful external avenue.

Threats and abusive behaviour are not acceptable. FACT may use reasonable safety measures such as a nominated contact, written communication, or ending an unsafe meeting while still providing a way to deal with the complaint.

Once a matter has been fairly decided and review options have been explained, repeated identical messages may be referred back to the existing decision. We still consider new issues or relevant information.

We keep complaint records securely, protect personal information, and use complaint trends to improve our services.

Document control note: Student wording reviewed by FACT management on 6 September 2026. Formal approval, operational checks and publication remain separate.