



THE RTO STUDENT COMPLAINTS AND APPEALS POLICY

1 PURPOSE AND SCOPE

- 1.1 The purpose of this Policy is to outline the principles and framework for resolving grievances at The RTO and to provide for the review of both academic and non-academic decisions made at The RTO.
- 1.2 This Policy sets the expectations for a fair, equitable, transparent and timely complaints handling and appeals process in order to improve student experience.
- 1.3 The Policy outlines and staff at The RTO.

complaints and appeals related to student experience including academic programs, assessment, student progress, breaches of academic discipline, discrimination or harassment, administrative operations, The RTO staff and students. It does not cover complaints from The RTO staff which are covered by



- 3.1.4 The handling of grievances informally where possible and if appropriate.
- 3.1.5 Resolution of grievances as early as possible and as close as possible to the source of dissatisfaction.
- 3.1.6 The provision of regular procedural review.
- 3.1.7 The enhancement of the appeals process and outcomes.

4 PRINCIPLES

- 4.1 The RTO takes all reasonable steps to ensure that all prospective students, current students, client organisations and staff are aware of The RTO Student Complaints and Appeals Policy and that it is accessible to them. Students receive information about this Policy prior to admission, during orientation and through The RTO website.
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STATUS AND DETAILS

Status	Current
Version	1
Effective Date	10 March 2021
Review Date	10 March 2024
Approval Policy	The College Senior Management Team
Governing Authority	Western Sydney University Enterprises Board

Endorsed by



**National Code of Practice for Registration Authorities and
Providers of Education and Training to Overseas Students
2007 (National Code 2007)**