



1.1 The RTO Student Complaints and Appeals Procedure sets out the procedures for



complaints handling process and the person's rights and obligations. The complaints handling process is explained in The RTO Student Handbook.

- 3.3.2 The complaint must be entered into the Student Complaints and Appeals Register securely maintained on the common drive by the Student Administration Officer.
- 3.3.3 The Student Complaints and Appeals Register identifies the complainant and all affected parties, relations/roles with The RTO, nature of complaint, findings/outcomes, any links with the Continuous Improvement report, and the dates received and closed.
- 3.4 The RTO Director determines whether the complaint requires further investigation or consultation.
- 3.5 Complaints are a standing item on the weekly The RTO Operations meeting to ensure that complaints are appropriately addressed and resolved. Where appropriate, confidentiality is maintained.
- 3.6 Where a complaint is made about or involves allegations about another person (e.g. a trainer), The RTO is obliged to inform this person about this complaint or allegation and provide them the opportunity to respond and present information in response to the issues raised.
- 3.7 Where a complaint is received which involves allegations of alleged criminal conduct, The RTO Director recommends the complainant refers the matter to the relevant Police Service.
- 3.8 Where the RTO Director considers the complaint to be of a serious nature (for example: reputational risk to Western Sydney University, a major compliance breach or where the RTO Director cannot be impartial), the matter is brought to the attention of the Executive Director Academic Studies. The Executive Director Academic Studies will refer the matter to the Chief Executive Officer of The College (CEO) when needed. Where the CEO deems it necessary, advice will be sought from the Complaints Resolution Unit at Western Sydney University regarding this matter.
- 3.9 Should the matter require investigation to extend beyond the fifteen (15) business day decision period, the RTO Director reviews the outcomes of the investigation/consultation and determines the response within an acceptable timeframe. The complainant and all affected parties are notified within the initial fifteen (15) business day period that the investigation requires more time. The Complaints Response letter template is used to identify the findings and outcomes to the complainant. Section 5 details records retained by The RTO.
- 3.10 Where the issue is of a non-criminal nature The RTO maintains the enrolment of the compl



- 4.4 The student will summarise the basis of the appeal and the reason why they feel the initial decision was unfair.
- 4.5 All appeals should be addressed to The RTO Director.
 - 4.5.1 The appellant receives a written acknowledgement no later than two (2) business



5.1 All records are kept in line with The RTO's Records Policy and Procedure.

5.1.1 Records are kept of every complaint and appeal including names of all those affected, description of the complaint/ appeal, supporting documents if any, immediate action taken, records relating to the investigation.

5.1.2 All records regardless of their format are saved in a digital format in a secure folder located on The RTO common drive file storage. Restricted access to this folder is given to The RTO Director and the Student Administration Officer. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated.



	Current		
	2		
	21 November 2022		
	21 November 2025		
	The College Senior Management Team		
	Western Sydney University Enterprises Board		
	The RTO Committee		
	The Registered Training Organisation		
	The College RTO E: rto@westernsydney.edu.au		
	SharePoint		Website
	PRC_OPS_002		
	Operations		
	The RTO Student Complaints and Appeals Policy		
	The RTO Admissions Policy The RTO Admissions Procedure The RTO Assessment Policy The RTO Assessment Procedure The RTO Student Complaints and Appeals Policy The RTO Fees and Refunds Policy The RTO Fees and Refunds Procedure The RTO Recognition of Prior Learning and Credit Transfer Policy The RTO Recognition of Prior Learning and Credit Transfer Procedure The RTO Records Policy The RTO Records Procedure		



The RTO Quality Assurance and Continuous Improvement Policy

Western Sydney University's Student Code of Conduct

The College Staff Complaint Handling and Resolution Policy

The RTO Complaint Form

The RTO Appeals Form

Acknowledgement Email Templates

The Student Complaints Response Letter Template

The Appeals Response Letter Template

The Standards RTO (2015)

