



Complaints and Appeals Policy

Policy and Procedure Document

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✓ ACTIVE — CURRENT

Applicable Standards: Outcome Standard 2.7 (Complaints and Appeals) | Outcome Standard 4.3 (Governance and Continuous Improvement) | National Code 2018, Standard 10 (Complaints and Appeals — CRICOS students)



Document Control

Document Title	Complaints and Appeals Policy	Document Code	WEG-POL-CAP-001
Version	2026.v01	Status	✓ Active — Current
Effective Date	17 March 2026	Review Date	17 March 2027
Document Owner	RTO Manager	Approved By	Abhay Kumar, Director of Operations
Audience	(S&T;) Students and Staff	Confidentiality	Public
Applicable Standards	OS 2.7 OS 4.3 NC 2018 Standard 10	Applies To	All students and staff of Wyatt Education Group

Version History

Version	Date	Author	Changes Made	Approved By
2026.v01	17 Mar 2026	Abhay Kumar	Initial release — aligned to 2025 ASQA Outcome Standards and National Code 2018 Standard 10.	Abhay Kumar, Director of Operations

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.

1. Purpose

Wyatt Education Group (Wyatt) is committed to providing a fair, transparent, and accessible complaints and appeals process for all students, staff, and other stakeholders. This policy establishes the framework through which concerns, complaints, and appeals are received, acknowledged, investigated, and resolved in a timely and impartial manner.

This policy applies to all enrolled students (domestic and international), prospective students, staff members, and any third party engaging with Wyatt Education Group.

2. Scope

This policy applies to:

- All current and prospective students of Wyatt Education Group (RTO 46003, CRICOS 04130B)
- All staff, trainers, assessors, and administrative personnel
- Education agents acting on behalf of students
- Third-party training providers and facility partners

3. Definitions

Term	Definition
Complaint	An expression of dissatisfaction by a student, staff member, or other stakeholder regarding the actions, decisions, or service quality of Wyatt Education Group.
Appeal	A formal request by a student to reconsider a decision made by Wyatt Education Group, including assessment outcomes, enrolment decisions, or disciplinary findings.
Complainant	The person or organisation making a complaint or appeal.
Respondent	The person, team, or department against whom a complaint is made.
OSO	Overseas Student Ombudsman — the external review body for international student complaints under the ESOS Act 2000.
Working Days	Business days, excluding public holidays in New South Wales, Australia.

4. Policy Principles

Wyatt Education Group's complaints and appeals process is governed by the following principles:

- **Accessibility:** The process is available to all students, including those with disabilities or language barriers. Assistance will be provided where required.
- **Fairness:** All complaints and appeals will be handled impartially, without bias, and with full consideration of all relevant information.

- **Transparency:** Students will be informed of each stage of the process and kept updated on the progress of their complaint or appeal.
- **Confidentiality:** Information regarding complaints and appeals will be treated with strict confidentiality, disclosed only as required by law or with the consent of the parties.
- **Timeliness:** Complaints and appeals will be resolved within the timeframes specified in this policy, with 20 working days as the maximum for most matters.
- **No Disadvantage:** No student will be disadvantaged in their enrolment or training outcomes as a result of making a complaint or appeal in good faith.
- **Free of Charge:** The internal complaints and appeals process is provided at no cost to the complainant.

5. Complaints Procedure

Step 1 — Informal Resolution (within 5 working days)

Students are encouraged to first attempt to resolve concerns informally by speaking directly with the relevant trainer, assessor, or administrative staff member. Many matters can be resolved quickly through open communication.

Step 2 — Formal Complaint Lodgement

If the matter is not resolved informally, the student may lodge a formal complaint using the **Wyatt Complaints and Appeals Form (WEG-FORM-CAP-001)**, available from reception, the student portal, or wyatt.nsw.edu.au.

Formal complaints may be submitted:

- **In person:** Level 2, 47 Rickard Rd, Bankstown NSW 2200
- **By email:** complaints@wyatt.nsw.edu.au
- **By mail:** Addressed to the RTO Manager, Wyatt Education Group

Step 3 — Acknowledgement (within 2 working days)

Upon receipt of a formal complaint, Wyatt Education Group will acknowledge receipt in writing within **2 working days** and provide the complainant with a reference number and expected resolution timeframe.

Step 4 — Investigation and Resolution (within 20 working days)

The RTO Manager will appoint an independent staff member (not involved in the matter) to investigate the complaint. The investigation will include:

- Review of all relevant documentation and records
- Interviews with the complainant, respondent, and any relevant witnesses
- Consideration of applicable policies, standards, and regulatory requirements
- Preparation of a written findings report

The complainant will be notified of the outcome in writing within **20 working days** of the formal complaint being lodged. Where an extension is required, the complainant will be notified in writing with reasons and a revised

timeframe.

Step 5 — Internal Review (if requested)

If the complainant is not satisfied with the outcome, they may request an internal review within **10 working days** of receiving the decision. The review will be conducted by a senior staff member not previously involved in the matter.

6. Appeals Procedure

An appeal may be lodged against any formal decision made by Wyatt Education Group, including assessment outcomes, recognition of prior learning decisions, suspension or cancellation of enrolment, or other administrative decisions.

Stage	Action	Timeframe
1. Lodge Appeal	Submit WEG-FORM-CAP-002 to the RTO Manager in writing, stating the decision being appealed and the grounds for appeal.	Within 20 working days of the original decision.
2. Acknowledge	Wyatt acknowledges receipt and assigns a case reference.	Within 2 working days.
3. Review Panel	Director of Operations convenes a review panel of two or more staff members not involved in the original decision.	Within 10 working days of lodgement.
4. Decision	Panel issues a written determination with reasons. Outcome may affirm, vary, or overturn the original decision.	Within 20 working days of lodgement.
5. Enrolment	Student's enrolment status is maintained throughout the internal appeal process where legally permissible.	Ongoing.

7. External Review Options

If a complainant remains dissatisfied after exhausting Wyatt's internal processes, or if Wyatt fails to resolve the matter within the specified timeframes, the following external review options are available at **no cost** to the complainant:

Body	Applies To	Contact
Overseas Student Ombudsman (OSO)	International students on a student visa enrolled in a CRICOS course.	www.ombudsman.gov.au/complaints/overseas-students 1300 362 072
ASQA (Australian Skills Quality Authority)	All students regarding RTO compliance, training quality, or assessment concerns.	www.asqa.gov.au 1300 701 801
NSW Fair Trading	Consumer protection matters relating to fees, refunds, or contracts.	www.fairtrading.nsw.gov.au 13 32 20

Office of the Australian Information Commissioner (OAIC)	Privacy-related complaints regarding the handling of personal information.	www.oaic.gov.au 1300 363 992
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Note for International Students (National Code 2018, Standard 10): International students may access the Overseas Student Ombudsman (OSO) at any time, including while an internal process is ongoing. Wyatt Education Group will not unreasonably withhold access to external review. Students will not be penalised for exercising their right to external review.

8. Record Keeping and Continuous Improvement

Wyatt Education Group maintains a **Complaints and Appeals Register (WEG-REG-CAP-001)** which records all formal complaints and appeals, including:

- Date of lodgement and reference number
- Nature of the complaint or appeal
- Parties involved (de-identified for privacy)
- Investigation steps and timeline
- Outcome and any remedial actions taken
- Date of resolution

The Register is reviewed quarterly by the RTO Manager and Director of Operations to identify systemic issues, patterns, and opportunities for continuous improvement. Findings are reported to the governing body and inform updates to training and assessment practices, staff training, and organisational policies in accordance with **Outcome Standard 4.3**.

9. Related Documents

Document	Code	Purpose
Complaints & Appeals Form — Student	WEG-FORM-CAP-001	Used by students to lodge formal complaints.
Complaints & Appeals Form — Appeal	WEG-FORM-CAP-002	Used to lodge a formal appeal against a decision.
Complaints & Appeals Register	WEG-REG-CAP-001	Log of all formal complaints and appeals.
Refund Policy	WEG-POL-REF-001	Governs fee refunds — relevant to fee-related complaints.
Student Support Policy	WEG-POL-SSP-001	Reasonable adjustment and accessibility support.
Privacy Policy	WEG-POL-PRV-001	Governs handling of personal information in complaints.

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