

Complaints and Appeals Policy

Policy Reference	WEG-POL-CAP-001	Version	2026.v01
Effective Date	1 July 2025	Review Date	1 July 2026
Document Owner	RTO Manager	Approved By	Director of Operations
Standards	OS 6.1 (OS 2.7, OS 2.8) NC 2018 Standard 10 Privacy Act 1988	Status	Active — Current
Applies To	All Students, Prospective Students, Staff, Agents	Classification	Student-Facing Policy (S)

Version	Date	Author	Changes	Approved By
2026.v01	1 July 2025	S. Reddy	Initial issue — aligned with 2025 Standards for RTOs and ESOS Act 2000	A. Kumar

1. Purpose

Wyatt Education Group (WEG) is committed to providing a fair, transparent, and accessible process for students, staff, and agents to raise complaints and appeal decisions. This policy ensures all concerns are addressed promptly and consistently in accordance with the **2025 Standards for RTOs (OS 2.7, OS 2.8)** and **National Code 2018 Standard 10**.

2. PRISMS Reporting Protection — International Students

IMPORTANT — International Students: Wyatt Education Group will NOT report a student to the Department of Home Affairs via PRISMS while a formal complaint or appeal is actively being investigated, unless the student poses a genuine safety risk. Students may continue their studies throughout the process. This obligation is in accordance with **National Code 2018 Standard 10**.

3. Student Rights

- Written acknowledgement within **5 business days**
- Complaints investigated and resolved within **60 calendar days**
- Support person, interpreter, or advocate may be present at any meeting
- Escalation to independent external body at no cost if dissatisfied
- Strict confidentiality in line with the **Privacy Act 1988**
- No disadvantage or penalty for making a legitimate complaint or appeal

4. Complaint and Appeal Process

Step	Action	Timeframe
------	--------	-----------

1 — Submit	Verbally to any staff member, or in writing using Complaint Form (WEG-CAP-F01) or Appeal Form (WEG-CAP-F02). Email info@wyatt.nsw.edu.au or deliver to Level 2, 47 Rickard Rd, Bankstown NSW 2200.	Any time
2 — Acknowledge	Written acknowledgement confirming receipt and next steps.	Within 5 business days
3 — Investigate	RTO Manager investigates, notifies all parties, arranges meeting. PRISMS reporting suspended during investigation (international students).	Within 20 working days
4 — Written Outcome	Written decision with reasons issued. If unresolved beyond 60 calendar days, student kept updated in writing throughout.	Within 60 calendar days
5 — Internal Appeal	If dissatisfied, lodge appeal within 20 working days. Independent reviewer assesses case.	Within 20 working days of outcome
6 — External Review	National Training Complaints Hotline: 13 38 73. ASQA: asqa.gov.au. International students: Overseas Students Ombudsman — ombudsman.gov.au/overseas-students 1300 362 072. All free of charge.	Any time

5. Assessment Appeals

Students may appeal an assessment result within **10 working days** of receiving feedback. A second qualified assessor reviews the appeal. Where upheld, WEG bears all re-assessment costs. Refer to [WEG-POL-ASS-001 — Assessment Policy](#).

6. Record Keeping

All complaints and appeals logged in the WEG Complaints and Appeals Register. Records retained minimum **five (5) years**. Reviewed quarterly by the RTO Manager for systemic improvement.

7. Related Documents

[WEG-POL-ASS-001 — Assessment Policy](#)

[WEG-POL-SSP-001 — Student Support Policy](#)

[WEG-POL-REF-001 — Refund Policy](#)

[WEG-POL-CRI-001 — Critical Incident Policy](#)

Acknowledgement of Country

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