



COMPLAINTS & APPEALS FORM

Form	WEG-FRM-CAP-001	Standards	OS 2.7, OS 2.8 — Standards for RTOs 2025 ESOS NC Std 10
Related Policy	WEG-POL-CAP-001	Version	1.0

SECTION A — YOUR DETAILS

Full Legal Name *	Student ID / USI *
Course Enrolled In	Year of Enrolment
Email Address *	Phone Number
Preferred Contact Method	Best Time to Contact

SECTION B — TYPE OF REQUEST

<input type="checkbox"/> Complaint about WEG services, staff or facilities
<input type="checkbox"/> Appeal against an assessment decision
<input type="checkbox"/> Appeal against a course progress or attendance decision

SECTION C — DETAILS

Date(s) the issue occurred
Names of staff/trainers involved (if applicable)
Description of complaint / grounds for appeal (use additional pages if needed)

SECTION D — OUTCOME REQUESTED

What outcome are you seeking?

SECTION E — SUPPORTING EVIDENCE

Documents / evidence attached (list below)

Acknowledgement within 2 business days. Written decision within 20 business days. If dissatisfied with outcome, you may escalate to the Overseas Students Ombudsman (OSO): www.ombudsman.gov.au | 1300 362 072.

Signature *

Date *