



# Complaints & Appeals Policy

WEG-POL-CAP-001 | Version 2026.v02 | Effective 17 March 2026

Standards for RTOs 2025

<b>Policy Reference</b>	WEG-POL-CAP-001	<b>Version</b>	2026.v02
<b>Standards</b>	OS 2.7, OS 2.8 — Standards for RTOs 2025   ESOS NC Std 10	<b>Effective Date</b>	17 March 2026
<b>Review Date</b>	17 March 2027	<b>Document Owner</b>	RTO Manager
<b>Approved By</b>	Director of Operations	<b>Status</b>	Active — Current

## 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.

## DOCUMENT CONTROL

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## VERSION HISTORY

Version	Date	Author	Changes	Approved By
2026.v01	17 Mar 2026	RTO Manager	Initial 2026 issue	Director of Operations
2026.v02	14 Apr 2026	RTO Manager	Corrected: OS 2.7, OS 2.8 (removed OS 4.3)	Director of Operations

## 1. PURPOSE

This policy establishes WEG's obligations for receiving and resolving complaints and assessment appeals. It ensures compliance with **OS 2.7** (Feedback and complaints management) and **OS 2.8** (Appeals processes) of the Standards for RTOs 2025, and with ESOS National Code 2018 Standard 10 for CRICOS students.

## 2. LEGISLATIVE FRAMEWORK

Standard / Legislation	Relevance
OS 2.7 — Standards for RTOs 2025	Feedback and complaints management obligations
OS 2.8 — Standards for RTOs 2025	Appeals processes for assessment decisions
ESOS NC Std 10 — National Code 2018	Complaint and appeal rights for CRICOS students including OSO access
Privacy Act 1988 (Cth)	Confidentiality of complainant information

## 3. COMPLAINTS PROCEDURE

**Stage 1 — Informal (5 business days):** Student raises matter with staff/trainer. Staff attempts informal resolution.

**Stage 2 — Formal (20 business days):** Submit WEG-FRM-CAP-001. RTO Manager acknowledges within 2 business days and provides written outcome within 20 business days.

**Stage 3 — External:** ASQA for RTO matters; Overseas Students Ombudsman (OSO) for CRICOS students.

## 4. APPEALS PROCEDURE

Students may appeal assessment decisions within 20 business days using WEG-FRM-APP-001. Stage 1: informal review by a different assessor. Stage 2: formal review by RTO Manager. Stage 3: OSO (CRICOS) or independent third party.

## 5. PRINCIPLES

- All complaints and appeals are treated seriously, fairly and confidentially
- No adverse action against anyone raising a complaint in good faith
- All outcomes are documented and used to improve WEG practices

## 6. RELATED DOCUMENTS

WEG-FRM-CAP-001 Complaints & Appeals Form | WEG-FRM-APP-001 Appeal Form | WEG-POL-REC-001