

COMPLAINTS AN APPEALS POLICY AND PROCEDURE

1 Policy

WesTrac Institute is committed to responding to the need of Students, Staff, Contractors and Stakeholders and providing the service expected. In the event that Students, Staff, Contractors or Stakeholders are not happy with any aspect of the service received we would like the opportunity to address the issue. We encourage them to contact us with any concern or cause for dissatisfaction (complaints) or if they disagree with a decision made by the WesTrac Institute, including an assessment result (an appeal).

The complaints and appeals process must be made publicly available via the RTO's website.

2 Procedure

2.1 Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff, Contractors and Stakeholders.

The following are examples of issues for which a complaint may be lodged:

- Enrolment
- Training delivery
- Training and/or assessment, including Recognition of Prior Learning (RPL)
- Any other activities associated with the delivery of training and assessment services.
- Issues such as discrimination, sexual harassment, Student amenities, etc.

Step 1

Students are encouraged to speak immediately with their Trainer and Assessor. If the student is not comfortable addressing the issue with their Trainer and Assessor, they are encouraged to contact the Training Supervisor or Training Manager.

Step 2

If the issue is not resolved the student is encouraged to either speak to or contact in writing using the Complaints Form to the Training Manager or RTO Compliance & Quality Supervisor.

Step 3

If the matter is still not resolved an independent third party will be requested to assist with resolution. At the cost of WesTrac Institute. Third parties may include relevant training representative(s), legal representative(s) or external mediator such as LEADR or for specific issues such as discrimination the relevant body e.g. Anti-discrimination board.

Outcomes of complaints will be provided to the student in writing within fifteen (15) working days of the decision.

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In the event that a complaint has been lodged a Complaint Form must be completed and forwarded to the Training Manager or RTO Compliance & Quality Supervisor immediately, even if the situation has been resolved

All complaints, irrespective of the outcome must be recorded in the Complaints and Appeals Register detailing:

- Date of complaint
- Student name
- Complaint details
- Complaint outcome
- Outcome date

If at any point throughout the complaint it is anticipated that the process will take longer than 60 days, the person submitting the complaint will be advised in writing of the delay and the reason for the delay.

The Complaints Register is to be managed and maintained by the RTO Compliance & Quality Supervisor. Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in the WesTrac Institute management system located in Teams

A review of the complaint is to be undertaken by the Training Managers and RTO Compliance & Quality Supervisor within 2 weeks and actions implemented to reduce the likelihood of the same complaint being reported in the future.

2.2 Appeals

Appeals are the expression of the dissatisfaction with a decision made by WesTrac Institute There are various grounds for lodging appeal including but not limited to:

- Assessment results
- Refused refund
- Refused requests for an extension
- Outcome of a complaint
- Cancellation of enrollment
- Refusal to enroll a student

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Step 1

If dissatisfied with a decision made by WesTrac Institute, the appellant must complete the Appeals Form - and forward to the training supervisor

(To be submitted within 5 days of receiving a result)

Step 2

The decision is to be reviewed by a different party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. The appellant is to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

Step 3

If still not satisfied with the outcome of the appeal, the appeal is to be reviewed by Training Manager.

The RTO Compliance & Quality Supervisor who will send an acknowledgement letter to the appellant, record receipt of the Appeals Form, then conduct the review. The RTO Compliance & Quality Supervisor, if necessary, will convene a review panel to thoroughly examine the appeal.

(Students are to be advised of the outcome within ten (10) working days).

In the event that it is going to take more than 60 days to review the appeal the student will be notified in writing and how long it should take before a decision is made.

Step 4

If the matter is still not resolved an independent third party will be requested to assist with resolution, at the cost of WesTrac Institute. Third parties may include relevant training representative(s), legal representative(s) or external mediator such as LEADR.

(The student is to be advised of the outcome within fifteen (15) working days).

3 Overview

1. WesTrac Institute will encourage all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation.
2. Where resolution cannot be achieved through discussion and conciliation WesTrac Institute will acknowledge the need for an appropriate external and independent agent to mediate between the parties.
3. Once finalised a review of the appeal is to be undertaken and actions implemented to reduce the likelihood of the same issue occurring in the future.
4. Records relating to the complaint or appeal including the associated registers are to be securely retained by the RTO Compliance & Quality Supervisor
5. Complainants and Appellants are to be made aware of their right to express dissatisfaction with the RTO to Australian Skills Quality Authority (ASQA) by completing the complaints form at;

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<http://www.asqa.gov.au/complaints/making-a-complaint>. They are also made aware that ASQA does not resolve complaints or issues with an RTO and does not act as a mediator.

4 Supporting documents

- Student Handbook
- Appeals Form
- Complaints Form
- Complaints and Appeals Register
- Complaints and Appeals Checklist