

The purpose of this policy is to ensure that all student complaints and appeals are managed fairly, efficiently, transparently, and in accordance with the Standards for Registered Training Organisations (RTO Standards) 2025.

Pegasus International College is committed to providing students with a clear, accessible, and equitable process for raising concerns or appealing decisions without fear of disadvantage or victimisation.

## 1) SCOPE

This policy applies to:

- All students enrolled in nationally recognised training delivered by Pegasus International College
- Complaints relating to training and assessment, student services, staff conduct, facilities, fees, or administrative decisions
- Appeals relating to assessment decisions or other formal RTO decisions affecting a student's enrolment or progression

## 2) GUIDING PRINCIPLES

All complaints and appeals will be managed in accordance with the following principles:

- Procedural fairness and natural justice
- Impartiality and independence
- Confidentiality
- Timely resolution
- Accessibility and transparency
- No victimisation or disadvantage for raising a complaint or appeal

## 3) STUDENT RIGHTS

Students have the right to:

- Lodge a complaint or appeal at no cost
- Be treated respectfully and without prejudice
- Have their complaint or appeal acknowledged and considered promptly
- Be informed of the process and expected timeframes
- Present their case and provide supporting information
- Request an independent external review if not satisfied with the internal outcome
- Continue training and assessment while a complaint or appeal is being reviewed, unless a safety or regulatory issue requires otherwise

## 4) COMPLAINTS

### 4.1) Definition

A complaint is an expression of dissatisfaction regarding:

- Training or assessment services
- Administrative or support services
- Staff or student conduct
- Facilities or learning environment
- Fees, charges, or related administrative matters

### 4.2) Lodging a Complaint

Complaints may be lodged verbally or in writing. Written complaints are preferred to ensure clarity and accurate record keeping.

Students may use the Complaints and Feedback Form or submit their complaint via the RTO's official contact channels.

### 4.3) Complaint Handling

Pegasus International College will:

- Acknowledge receipt of the complaint in writing within **five (5) working days**
- Assess the complaint impartially and confidentially
- Attempt to resolve the complaint through discussion, mediation, and conciliation where appropriate
- Provide the student with a written outcome as soon as practicable

Where a complaint cannot be resolved within **30 calendar days**, the student will be informed in writing of the reasons for the delay and provided with regular progress updates

## 5) APPEALS

### 5.1) Definition

An appeal is a request by a student for a formal review of a decision made by Pegasus International College, including but not limited to:

- Assessment outcomes
- Administrative decisions affecting enrolment, progression, or certification

### 5.2) Lodging an Appeal

A student may lodge an appeal by submitting a written request via the College's official contact email or approved appeal form. The appeal must clearly outline the grounds for appeal and include any supporting evidence where available.

### 5.3) Appeal Handling Process

Pegasus International College will manage appeals in accordance with the principles of procedural fairness and natural justice.

The appeal process includes:

- Acknowledgement of the appeal in writing within five (5) working days

- Review of the appeal by an appropriate senior officer or committee, such as the Chief Executive Officer or Academic Manager, who was not directly involved in the original decision, where practicable
- Consideration of all relevant information and supporting documentation provided
- A written outcome provided to the student within a reasonable timeframe
- Where an appeal cannot be finalised within 30 calendar days, the student will be informed in writing of the reasons for the delay and provided with regular updates.

#### 5.4) Enrolment Status During Appeal

Where an appeal relates to enrolment status, the student's enrolment will remain provisionally active while the appeal is under review, unless regulatory, safety, or legal considerations require otherwise.

#### 5.5) External Review

If the student is not satisfied with the outcome of the internal appeal, they may request an independent external review. Information on how to access external review options will be provided with the appeal outcome.

### 6) RECORD KEEPING

Pegasus International College maintains appropriate records relating to complaints and appeals, including correspondence, evidence considered, and formal outcome notifications.

Records may be maintained through official College communication systems, including email correspondence and issued notices. Formal records generated as part of complaint or appeal handling are retained in accordance with applicable regulatory and organisational requirements.

### 7) STUDENT AWARENESS AND APPEALS

Students are informed of this policy through orientation and the Student Handbook. By submitting assessments, students acknowledge that they understand assessment attempt limits and reassessment conditions.

Students retain the right to appeal assessment decisions in accordance with the Complaints and Appeals Policy.

