

# COMPLAINTS AND FEEDBACK FORM



We value your feedback. If you have any feedback, or wish to make a complaint about our staff, course delivery, assessments, fees or services, please tell us using the form below. Complaints will be managed fairly, confidentially and promptly. There is no cost to lodge a complaint, and you will not be disadvantaged for raising concerns.

Information about the complaint and appeal process is provided to all learners at enrolment and made available on our website.

<u>STUDENT INFORMATION</u>			
<b>Student ID:</b>			
<b>Given Name:</b>		<b>Date:</b>	
<b>Last Name:</b>		<b>Contact Number:</b>	
<b>Email:</b>			
<b>Preferred contact method:</b>	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> No contact (anonymous) <i>Anonymous complaints will be accepted, however our ability to investigate may be limited without contact information.</i>		
<b>Are you the:</b>	<input type="checkbox"/> Student <input type="checkbox"/> Prospective student <input type="checkbox"/> Staff <input type="checkbox"/> Parent/guardian <input type="checkbox"/> Other		
<b>Nature of submission:</b>	<input type="checkbox"/> General feedback or suggestions <input type="checkbox"/> A complaint about training, assessment, staff, other learners, or facilities <input type="checkbox"/> An appeal against an assessment decision or administrative decision		
<b>Who or what is the complaint about:</b>			
<b>Date(s) of incident(s):</b>			
<b>Details of the complaint / feedback:</b>			

**Consent checkbox:** Pegasus

International College collects the information in this form for the purpose of resolving your complaint, feedback, or appeal. Your information will be stored securely and only accessed by authorised staff. For details on how we handle your personal information, please refer to our [Privacy Policy](#) or contact [info@pegasus.edu.au](mailto:info@pegasus.edu.au).

I confirm the information provided is true to the best of my knowledge. I understand the RTO may contact me for more information and that information will be handled under the RTO's Privacy Policy.

**Pegasus International College** treats all complaints, feedback and appeals **seriously, fairly and confidentially**. We aim to resolve all matters promptly and impartially, ensuring that the rights of all parties are respected and that no one is disadvantaged or victimised for making a complaint or appeal.

Complaints and appeals are handled in line with the **Standards for Registered Training Organisations (RTOs) 2025** and Pegasus International College's **Complaints and Appeals Policy**, available on request or via our website.

## HOW WE HANDLE COMPLAINTS AND FEEDBACK

- We will acknowledge receipt of your complaint in writing (email or post) within **5 working days** of receipt. We will investigate your complaint promptly and impartially and aim to resolve it within **30 calendar days**. If more time is required, we will advise you in writing and provide revised timeframes.
- All complaints and appeals will be reviewed by a staff member who is independent of the issue to ensure impartiality. If required, another suitably qualified external reviewer may be engaged.
- Pegasus International College will provide support to any learner who requires assistance to lodge a complaint, including language, literacy, digital or accessibility support.
- You can make a complaint at no cost. We will ensure procedural fairness and confidentiality for all parties, and we will keep a record of the complaint and outcome.
- All submissions are handled **in confidence**. Your complaint or appeal will not affect your current or future enrolment, training, or assessment in any way.
- A copy of your complaint and outcome will be securely stored for a minimum of five (5) years, in accordance with the Standards for RTOs 2025 and the Pegasus International College Records Management Policy.
- If you are not satisfied with the outcome of your complaint or appeal, you may request an independent external review, as outlined in our [Complaints and Appeals Policy](#).
- If you remain dissatisfied after all internal processes are completed, you may also contact our regulator. Pegasus International College is regulated by the Australian Skills Quality Authority (ASQA). For more information, visit [www.asqa.gov.au](http://www.asqa.gov.au)

### STAFF USE ONLY

Received by:

Sign:

Date:

Forwarded to CEO on: