

Pegasus International College is committed to maintaining a fair, transparent, and accessible feedback, complaints and appeals process. This policy ensures that all feedback, complaints and appeals are handled in accordance with the principles of natural justice and procedural fairness, ensuring timely resolution and supporting continuous improvement by using feedback to enhance our practices, operations and services.

This policy applies to all persons interacting with Pegasus International College, including current and prospective students, staff, clients, and any third parties engaged by the College.

Policy Name	Feedback, Complaints & Appeals Policy
RTO Name	Pegasus International College
RTO Code	46222
Standard	Standards for RTOs 2025 – Standards 2.7, 2.8, 4.1, 4.3, 4.4
Version	V3
Effective Date	March 2026
Review Date	March 2027
Policy Owner	CEO

1) SCOPE

This policy applies to:

- All staff, students, clients and any third parties engaged by Pegasus International College; and
- All aspects of our training and assessment services, administrative operations, and related business functions.

2) RESPONSIBILITIES

CEO

- Ensures timely resolution of complaints and appeals.
- Ensures a diligent investigation and analysis of adopting any feedback provided.
- Oversees investigations and approves outcomes.
- Ensures compliance with the principles of natural justice and procedural fairness.
- Determines if an external reviewer is required.

Academic Manager

- Conducts impartial investigations into complaints and appeals (unless the complaint involves the Academic Manager, in which case another staff member will be assigned).
- Investigates the risks and benefits of adopting any feedback received.
- Oversees procedural fairness and compliance with this policy.
- Approves outcomes and corrective actions.

Trainer / Assessor

- Participates in investigation where relevant.
- Provides assessment records or explanations when requested.
- Implements reassessment where an appeal outcome requires it.

Administration Officer

- Receives complaints and appeals.
- Acknowledges receipt within required timeframes.
- Maintains secure records and registers.
- Facilitates communication between all parties and staff involved.
- Provides administrative support for investigations and undertakings.

Independent Reviewer (Internal or External)

- Reviews matters where independence from the original decision is required.
- Makes recommendations based on evidence and procedural fairness.

All Staff

- Cooperates fully with investigations, where required.

3) DEFINITIONS

Feedback

- A feedback is any comment, suggestion, or opinion expressed regarding the services, staff, courses, or overall experience with Pegasus International College. It may be positive, constructive, or neutral in nature, and may relate to the quality of our courses, the effectiveness of our systems and processes, the information available on our website, the conduct of staff members, or the general student experience. Staff members should welcome and acknowledge feedback as it arises, recognising it as a valuable opportunity for continuous improvement. Feedback can be provided in any form and does not need to be formally documented in order for it to be considered. However, we should encourage individuals to complete our Suggestion and Feedback Form to ensure the accuracy and detail of the information provided. It can be submitted by any person, whether they are a student, a staff member, or a member of the public. There is no time limitation on a person who wishes to provide feedback.

Complaint

- A complaint is a dissatisfaction expressed regarding services, staff, other students, or third-party providers engaged by Pegasus International College. It may involve matters concerning the quality of our courses, the efficiency of our systems and processes, the conduct of another student, interactions with one of our staff members, or a third party marketing our courses.
- Staff members should do their best to address, acknowledge and resolve issues that arise as they occur. Where it is not possible, the individual should be encouraged to lodge a complaint. A complaint can be made in any form and does not need to be formally documented by the complainant in order for us to act on it. However, we should encourage the complainant to complete our Complaint Form to ensure the accuracy of the information. It can be made by any person, whether they are a student, a staff member, or a member of the public. There is no time limitation on a person who is seeking to make a complaint.

Appeal

- An appeal is a formal request to review a decision made by Pegasus International College. Appeals may relate to assessment judgements or other decisions made by us or a third party which adversely impact the appellant. An appellant must complete the Appeals Form, which is available on our website, or it can be requested from the Administration Officer and is to be submitted electronically via email to Admin@Pegasus.edu.au.
- An appeal must be made within 10 business days from the date the decision is communicated to the individual.

4) GENERAL PRINCIPLES

Pegasus International College commits to the following principles when handling feedback, complaints and appeals:

- Resolve all complaints and appeals within 60 calendar days. If additional time is required, the complainant or appellant must receive updates fortnightly on the progress.
- Accept feedback in a positive manner.
- Handle all feedback, complaints and appeals at no cost to the complainant or appellant.
- Record and securely maintain all complaints and appeals documentation in the Continuous Improvement Register for feedback, and the Complaints and Appeals Register for complaints and appeals.
- Strict confidentiality is upheld – only authorised personnel have access to the Complaints and Appeals Register, Continuous Improvement Register and any related documentation.
- Ensure no negative consequences or discrimination will result from lodging feedback, a complaint or appeal, and the principles of natural justice and procedural fairness are observed:
 - The person providing the feedback, complainant or appellant is entitled to be heard with access to all relevant information with the right of reply;
 - Have their matter heard and reviewed by an unbiased decision-maker; and
 - The decision must be made based on evidence, logical reasoning and proper considerations.
- Provide support mechanisms, including allowing individuals to be accompanied by a support person during meetings and regular check-ins to assess their mental and emotional wellbeing.
- Cooperate with external agencies or statutory bodies investigating the handling of complaints and/or appeals.
- If a complaint concerns a staff member, they will not be involved in the investigation.
- Provide access to an independent reviewer if the complainant or appellant is dissatisfied with the internal process.
- Utilise complaints and appeals as opportunities for continuous improvement and take immediate corrective action to mitigate recurrence.
- Ensure this policy is publicly available and easily accessible by our prospective and current students, clients, staff and third parties – published in our Student Handbook and on our website.

5) 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
- Be accompanied by a support person during meetings
- 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

6) COMPLAINTS AND APPEALS INVOLVING THIRD PARTIES

Where a complaint relates to the conduct or services of a third party engaged by Pegasus International College – such as a contracted trainer, assessor, or service provider – the College will receive and acknowledge the complaint, investigate the matter in accordance with this policy, and inform the complainant of the outcome within the same timeframes that apply to all complaints.

Pegasus International College retains full responsibility for ensuring all third-party arrangements are managed in accordance with this policy and the RTO Standards 2025. The existence of a third-party arrangement does not limit a student's right to complain or affect the College's obligations to resolve the matter.

Where an appeal relates to a decision made by a third party engaged by Pegasus International College, the College will manage the appeal in accordance with this policy and the Appeals Handling Procedure. The student's right to a fair and timely appeal process is not diminished by the involvement of a third party, and the College retains responsibility for ensuring the appeal is resolved in accordance with the principles of procedural fairness and natural justice.

7) 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.

8) LEGISLATIVE AND STANDARDS COMPLIANCE

This policy aligns with the following:

Standards for RTOs 2025

- **Outcome Standards:**
 - **Standard 2.7** – Effective feedback and complaints management addresses concerns and informs continuous improvement.
 - **Standard 2.8** – Effective appeal processes are available where a decision of the RTO or a third party adversely impacts a VET student.
 - **Standard 4.1** – The RTO operates with integrity and is accountable for the delivery of quality services.
 - **Standard 4.2** – Roles and responsibilities are clearly defined and understood.
 - **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
 - **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – non-compliance can result in the loss of our accreditation, loss of reputation, and compensation claims by complainants and/or appellants, and costs which may arise from disputes, legal proceedings or the hiring of independent parties for dispute resolution.
- **For students and clients** – non-compliance can result in a poor and frustrating student experience, cause unnecessary frustrations which can lead to mental and emotional harm, and adversely affect the outcomes of their training program.

9) CONTINUOUS IMPROVEMENT

- Feedback from staff, students, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our Continuous Improvement Schedule and areas for improvement are documented in our Continuous Improvement Register.
- Internal audit review questions for self-assurance purposes should include:
 - How do you ensure students and others are made aware of the processes for feedback, complaints and appeals, including independent reviews?
 - How do you ensure your complaints and appeals management systems are procedurally fair, timely and effective?
 - How are the outcomes of complaints and appeals used to continuously improve your services?

10) CONFIDENTIALITY AND NO VICTIMISATION

- All matters are handled confidentially.
- Information is disclosed only to those directly involved.
- Victimisation or disadvantage to any party is strictly prohibited.

11) RELATED DOCUMENTS

- Appeals Form
- Complaint Form
- Complaints Register
- Appeals Register
- Continuous Improvement Register
- Continuous Improvement Schedule
- Student Handbook
- Suggestion and Feedback Form

FEEDBACK HANDLING PROCEDURE

1. FEEDBACK SUBMISSION

- i. When a feedback is received – positive or negative, the information is to be forwarded to the CEO within 3 business days.

2. ACKNOWLEDGEMENT OF FEEDBACK

- i. An Acknowledgement of Feedback is to be sent within 2 business days of receiving the feedback, informing them we have received their feedback and thanking them.

3. REVIEW THE FEEDBACK

- i. The review must commence within 5 business days of the lodgement of the feedback.
- ii. Where it is a positive feedback, the CEO is to determine whether it is appropriate to share it with the rest of the staff.
- iii. Where it is a negative feedback, the CEO is to commence the continuous improvement process below.

4. PROCESSING NEGATIVE FEEDBACK

- i. CEO is to select the required personnel and they are to be informed of this review activity and their involvement in the review committee.
- ii. Once areas for improvement have been identified, the committee is to review them and discuss a possible plan of action, including delegating duties and setting timeframes.
- iii. The areas for improvement should be added to the Continuous Improvement Register.
- iv. Solutions should then be researched and brainstormed, evaluated, and a shortlist developed.
- v. The committee is then tasked with consulting with stakeholders on the shortlisted solutions.
- vi. The shortlist along with stakeholder consultation outcomes should be reviewed by the CEO for approval.
- vii. Once approved, develop an implementation plan, record in the Continuous Improvement Register, and monitor outcomes.

COMPLAINTS HANDLING PROCEDURE

1. COMPLAINT SUBMISSION

- i. When a complaint is received, the Administration Officer records it in the Complaints and Appeals Register.
- ii. If a Complaint Form is submitted, save it to the Complaints and appeals folder on OneDrive/SharePoint. If a complaint is made verbally, encourage the complainant to complete a Complaint Form. If they are unwilling, document the details using the Complaint Form template and enter data into the Complaints and Appeals Register.
- iii. The Complaints and Appeals Register must be updated throughout the process.

2. ACKNOWLEDGEMENT OF COMPLAINT

- i. An Acknowledgement of Complaint letter or email is to be sent within 5 business days of receiving the complaint, advising the complainant that the complaint has been received, outlining the complaints handling process, and providing the expected timeframe for resolution.

3. CEO NOTIFICATION

- i. The CEO is to be notified of the complaint by email, with the completed Complaint Form attached.
- ii. Where the complaint is about the CEO, an independent external consultant with experience in handling RTO complaints is to be appointed to oversee and manage the investigation.

4. INVESTIGATE THE COMPLAINT

- i. The investigation must commence within 10 business days of the complaint being lodged.
- ii. Seek to identify the potential cause(s) of the complaint – meet with the complainant, consult with other parties such as witnesses, and review evidence provided and any other relevant materials.
- iii. Consult with the complainant on what outcome or resolution they are seeking.
- iv. Where corrective actions or disciplinary measures are being considered, seek appropriate advice if deemed necessary (e.g. from a compliance consultant or legal adviser) to ensure the proposed actions are fair, proportionate and suitable.
- v. Throughout the complaints handling process, the Administration Officer must check in with the complainant at least once a fortnight to assess their mental and emotional wellbeing.

5. PREPARE A RESPONSE TO THE COMPLAINANT

- i. As a benchmark, we will endeavour to resolve all complaints as soon as possible, but no later than 30 calendar days from when the assessment of the complaint commenced. If unable to be finalised within 30 calendar days, the complainant should be notified fortnightly.
- ii. The response to the complainant must include:
 - a. Our obligations as an RTO and the process followed to arrive at our decision,
 - b. Information that demonstrates that the matter was thoroughly reviewed,
 - c. What outcomes have been identified as a result of the complaint, and
 - d. What corrective actions and disciplinary measures (if applicable) will be taken and when.
- iii. The response must be prepared within 5 business days of the end of the investigation.

6. COMMUNICATE THE OUTCOME TO THE COMPLAINANT

- iv. The outcome is to be communicated to the complainant in a meeting, and also provided with a written response. Under no circumstances is the response to be provided via a third party.
- v. The complainant is to be advised that they can bring a support person. This should be done no later than 5 business days from when the investigation is completed.
- vi. Should the complainant be dissatisfied with the outcome, advise them of their ability to access an independent review process.
- vii. The outcome must also be recorded in the Complaints and Appeals Register.

7. INDEPENDENT REVIEW

- i. Where the complainant is dissatisfied with the outcome or handling of the complaint, the CEO is to arrange for the complaint to be considered by an appropriate independent third party – The Dispute Settlement Centre of Victoria or Mediate Today or one locally.
- ii. Any recommendations made by the independent third party will be accepted as final, advised to the complainant and implemented as soon as practicable without prejudice.
- iii. Where the complainant is still dissatisfied, they may refer the matter to the National Training Complaints Service – 13 38 73.

8. CONTINUOUS IMPROVEMENT

- i. Record improvement opportunities from the complaint in the Continuous Improvement Register for discussion at the next management meeting.
- ii. Decisions or outcomes favouring the complainant are to be implemented immediately.



APPEALS HANDLING PROCEDURE

STEP 1 – INFORMAL RESOLUTION (WHERE APPROPRIATE)

- i. Students are encouraged to first discuss assessment-related concerns with the Trainer / Assessor.
- ii. If resolved informally, the outcome is documented and no further action is required.

STEP 2 – RECEIPT OF FORMAL APPEAL

- i. Appeals must be submitted in writing within ten (10) business days of decision notification.
- ii. The Administration Officer records the appeal in the Appeals Register and issues written acknowledgement within five (5) working days.

STEP 3 – APPEAL SUBMISSION REQUIREMENTS

- i. It is important that the form is checked for completeness, and that the appeal is made within the required timeframe.
- ii. If an Appeal Form is submitted, save it to the Complaints and Appeals folder on OneDrive/SharePoint. If an appeal is verbally submitted, encourage the appellant to complete an Appeal Form. If unwilling, take down as much information as possible verbally and enter into the Complaints and Appeals Register.
- iii. The Complaints and Appeals Register must be updated regularly throughout the process.

STEP 4 – CEO NOTIFICATION

- i. The CEO is to be notified of the appeal via email and the completed Appeals Form forwarded to the CEO.
- ii. Where the appeal is about a decision made by the CEO, an independent and external consultant is to be appointed to oversee the investigation.

STEP 5 – INDEPENDENT REVIEW

- i. The Academic Manager appoints an independent internal reviewer or panel who was not involved in the original decision. Where the CEO has not been involved, the CEO may act as the independent internal reviewer.
- ii. The reviewer examines assessment records, evidence, and policies; may interview the student and relevant staff; and applies principles of procedural fairness.
- iii. The investigation must commence within 5 business days of the lodgement of the appeal.
- iv. The investigation must include consulting with the Trainer/Assessor or personnel that made the original decision, and reviewing all relevant materials.
- v. Where the appeal relates to an assessment decision, a reassessment may be recommended. Students should be provided with detailed counselling about perceived gaps, additional training to support improvement, and the reassessment should be undertaken by a different Assessor. The student must be provided with detailed feedback about their performance and outcome.
- vi. Throughout the appeals handling process, the Administration Officer must check in with the appellant at least once a fortnight to assess their mental and emotional wellbeing.

STEP 6 – APPEAL OUTCOME

- i. The reviewer provides written findings and recommendations to the Academic Manager.
- ii. As a benchmark, we will endeavour to resolve all appeals as soon as possible, but no later than 30 calendar days. If unable to be finalised within 30 calendar days, the appellant should be notified fortnightly.

- iii. The response to the appellant must include:
 - a. Our obligations as an RTO and the process followed to arrive at our decision,
 - b. Information that demonstrates the matter was thoroughly reviewed,
 - c. What outcomes have been identified as a result of the appeal, and
 - d. What corrective actions will be taken and when (if applicable).
- iv. The response must be prepared within 5 business days of the end of the investigation.
- v. The final outcome is communicated to the student in writing by the Administration team via the RTO's official communication channels.
- vi. Where the appeal is upheld, actions may include:
 - a. Reassessment by a different assessor (where assessment-related)
 - b. Amendment or correction of student records
 - c. Reinstatement or continuation of enrolment
 - d. Withdrawal or reversal of an enrolment cancellation decision
 - e. Issuance of certification or statements of attainment, where applicable
 - f. Any other corrective action necessary to resolve the appeal outcome fairly

STEP 7 – COMMUNICATE THE OUTCOME TO THE APPELLANT

- i. The outcome is to be communicated to the appellant in a meeting, and a written response provided. Under no circumstances is the response to be provided via a third party.
- ii. The appellant is to be advised that they can bring a support person. This should be done no later than 5 business days from when the investigation is completed.
- iii. Should the appellant be dissatisfied with the outcome, advise them of their ability to access an independent review process.
- iv. The outcome must also be recorded in the Complaints and Appeals Register.

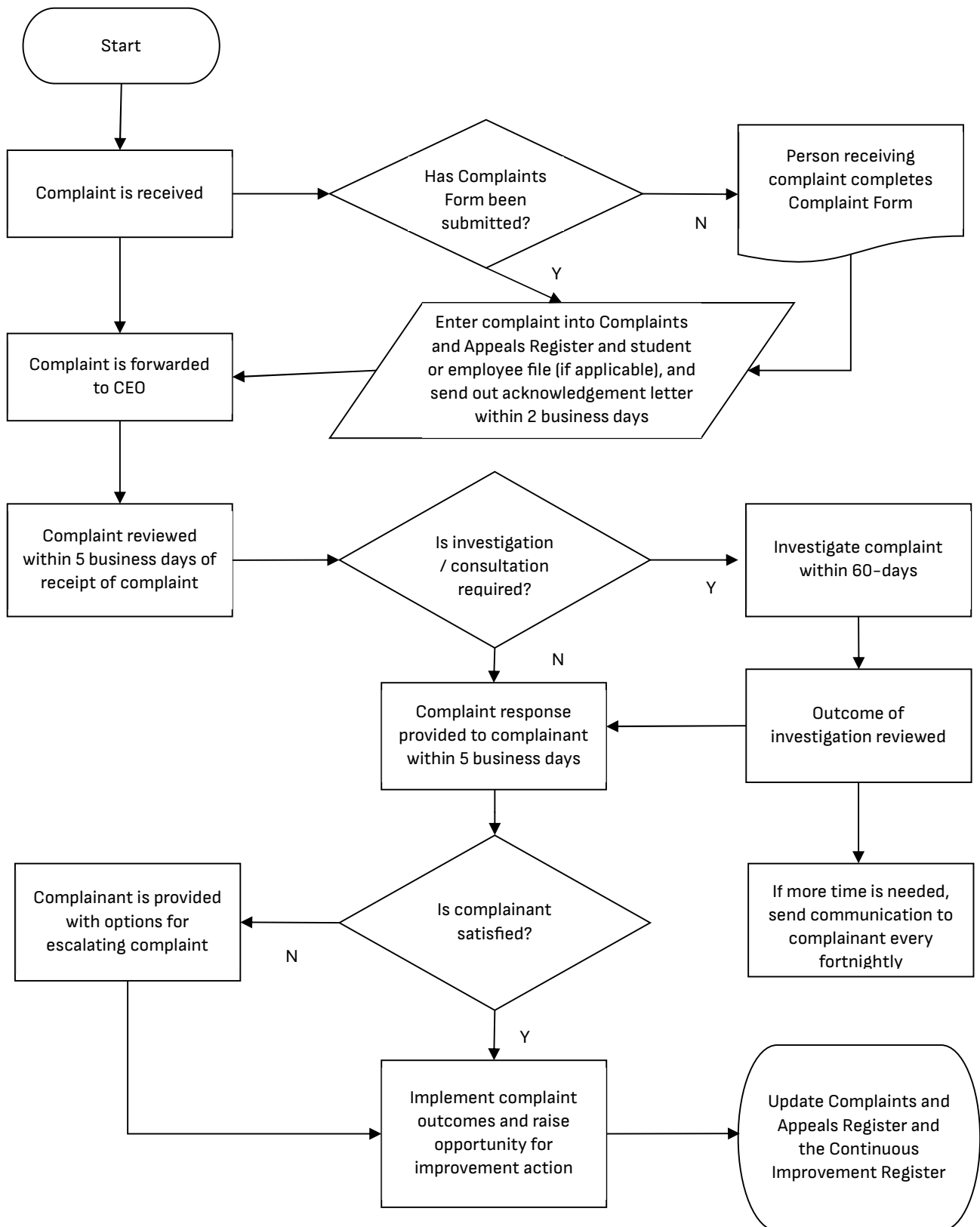
STEP 8 – EXTERNAL APPEAL

- i. If the student remains dissatisfied, they may request an independent external review.
- ii. The Academic Manager coordinates engagement of an external reviewer – The Dispute Settlement Centre of Victoria or Mediate Today or one locally.
- iii. All documentation is provided to the external reviewer.
- iv. Any recommendations made by the independent third party will be accepted as final, advised to the appellant and implemented as soon as practicable without prejudice.
- v. Where the appellant is still dissatisfied, they may refer the matter to the National Training Complaints Service – 13 38 73.

STEP 9 – CONTINUOUS IMPROVEMENT

- i. Record improvement opportunities from the appeal in the Continuous Improvement Register for discussion at the next management meeting.
- ii. Decisions or outcomes favouring the appellant are to be implemented immediately.

COMPLAINTS HANDLING PROCESS FLOW-CHART



APPEALS HANDLING PROCESS FLOW-CHART

