

WESTERN ROADTRAIN DRIVER TRAINING

COMPLAINTS AND APPEALS POLICY

RTO: Western Roadtrain 2.0 Pty Ltd trading as Western Roadtrain Driver Training

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Authorised By: Director, Western Roadtrain Driver Training

1. PURPOSE

Western Roadtrain Driver Training (WRDT) is committed to providing a fair, accessible and transparent process for receiving and resolving feedback, complaints and appeals.

This policy ensures complaints and appeals are managed fairly, efficiently and in accordance with the Registration Standards 2025.

2. SCOPE

This policy applies to:

- current and prospective students;
- WRDT staff, trainers and assessors;
- contractors;
- third parties providing services on behalf of WRDT; and
- other persons involved in WRDT's training and assessment services.

A complaint may relate to WRDT, its staff, trainers, assessors, contractors, third parties or another student.

An appeal may relate to a decision made by WRDT or a person acting on behalf of WRDT that adversely affects a student, including an assessment, RPL, credit transfer, enrolment or other decision.

3. POLICY

WRDT will:

- provide students with accessible information about how to provide feedback, make a complaint or lodge an appeal;
 - allow complaints and appeals to be made without unnecessary barriers;
 - acknowledge complaints and appeals in writing;
 - manage complaints and appeals fairly and confidentially;
 - provide procedural fairness to all parties;
 - ensure the matter is considered by an appropriate and unbiased person;
 - provide parties with an opportunity to provide relevant information;
 - keep the complainant or appellant informed of progress;
 - provide outcomes in writing;
 - provide an avenue for further review where a matter cannot be resolved;
 - ensure students are not disadvantaged because they have made a complaint or appeal;
 - maintain records of complaints, appeals and outcomes; and
 - use feedback, complaints and appeals to identify opportunities for continuous improvement.
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4. RESPONSIBILITIES

The **Director** is responsible for implementing this policy and overseeing complaints and appeals.

Where the Director has been directly involved in the matter, WRDT will arrange for another suitable and impartial person to review the matter.

Staff, trainers and assessors must cooperate with any complaint or appeal investigation and provide relevant information when requested.

5. COMPLAINTS

Informal Resolution

Where appropriate, a person is encouraged to raise their concern directly with WRDT so that the matter may be resolved quickly.

A person is not required to use the informal process before making a formal complaint.

Formal Complaint

A formal complaint may be made verbally or in writing.

WRDT may ask the complainant to complete the **Complaints and Appeals Lodgement Form** where this will assist in documenting and investigating the matter.

WRDT will:

1. acknowledge the complaint as soon as practicable, normally within **3 working days**;
2. record the complaint;
3. review the information provided;
4. give relevant parties an opportunity to provide information;
5. investigate the matter fairly and impartially;
6. aim to resolve the complaint as soon as reasonably practicable;
7. keep the complainant informed if additional time is required; and
8. advise relevant parties of the outcome in writing.

If the complaint cannot be resolved internally, WRDT will advise the complainant of available options for further action.

Where appropriate, this may include making a complaint to the Training Accreditation Council (TAC).

6. APPEALS

A student may appeal a decision made by WRDT, its staff, contractors or a third party where that decision adversely affects the student.

This may include:

- an assessment decision;
- an RPL decision;
- a credit transfer decision;
- an enrolment decision; or
- another decision affecting the student's training or assessment.

Appeals should be lodged as soon as reasonably practicable after the student has been advised of the decision.

WRDT will:

1. acknowledge the appeal as soon as practicable, normally within **3 working days**;
2. record the appeal;

3. arrange for the decision and relevant evidence to be reviewed by an appropriate person who was not responsible for the original decision, wherever practicable;
 4. provide the student with an opportunity to present relevant information;
 5. consider the appeal fairly and impartially;
 6. keep the student informed of progress; and
 7. advise the student of the outcome and reasons in writing.
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7. INDEPENDENT REVIEW

If an appellant is dissatisfied with WRDT's internal appeal outcome, they may request review by an independent party.

WRDT will assist in arranging an appropriate independent person who has not been involved in the original decision or appeal.

Independent review will be made available at **no or low cost to the appellant**.

Any independent reviewer must disclose any actual or potential conflict of interest.

WRDT will consider and appropriately act upon the findings of the independent review.

8. PROCEDURAL FAIRNESS

WRDT will ensure that:

- complaints and appeals are handled impartially;
 - all relevant parties have an opportunity to be heard;
 - relevant evidence is considered;
 - decisions are based on available evidence;
 - conflicts of interest are appropriately managed;
 - privacy and confidentiality are maintained; and
 - students are not disadvantaged for making a complaint or appeal.
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9. TIMEFRAMES

WRDT aims to acknowledge formal complaints and appeals within **3 working days**.

WRDT will commence consideration of the matter as soon as practicable and aim to resolve complaints and appeals within a reasonable timeframe, taking into account the nature and complexity of the matter.

Where additional time is required, WRDT will advise the complainant or appellant and provide progress updates until the matter is finalised.

10. RECORDS

WRDT will maintain appropriate records of:

- complaints;
- appeals;
- investigations;
- relevant correspondence;
- decisions and outcomes; and
- any resulting improvement actions.

Records will be maintained securely and confidentially.

Complaints and appeals will be recorded in the **Complaints and Appeals Register**.

11. CONTINUOUS IMPROVEMENT

WRDT will review feedback, complaints and appeals to identify:

- recurring issues;
- potential risks;
- areas requiring corrective action; and
- opportunities to improve training, assessment and other RTO services.

Where improvement is required, appropriate action will be recorded and implemented.

12. ACCESS TO THIS POLICY

Information about WRDT's feedback, complaints and appeals processes will be made available to students and relevant stakeholders.

Students will be informed about how they can make a complaint or lodge an appeal.

Assistance will be provided to students who require support to access or use the complaints and appeals process.

13. ASSOCIATED DOCUMENTS AND RECORDS

- Complaints and Appeals Lodgement Form
 - Complaints and Appeals Register
 - Continuous Improvement records
 - Assessment Policy and Procedures
 - WRDT Training and Assessment Policies and Procedures
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14. REFERENCES

This policy should be read in conjunction with the current versions of:

- WA Registration Standards 2025 – Outcome Standards;
 - **Outcome Standard 2.7 – Feedback and Complaints;**
 - **Outcome Standard 2.8 – Appeals;**
 - **Outcome Standard 4.4 – Continuous Improvement;**
 - applicable Compliance Standards, including **Compliance Requirement 17 – Third Party Arrangements;**
 - applicable Commonwealth and Western Australian legislation; and
 - other relevant WRDT policies and procedures.
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15. DOCUMENT REVIEW

This policy will be reviewed at least annually or earlier where:

- regulatory requirements change;
- WRDT's operations change;
- a complaint or appeal identifies a need for improvement; or
- a compliance or audit issue requires amendment.

Changes to this document must be authorised by the Director and reflected in the document version and effective date.