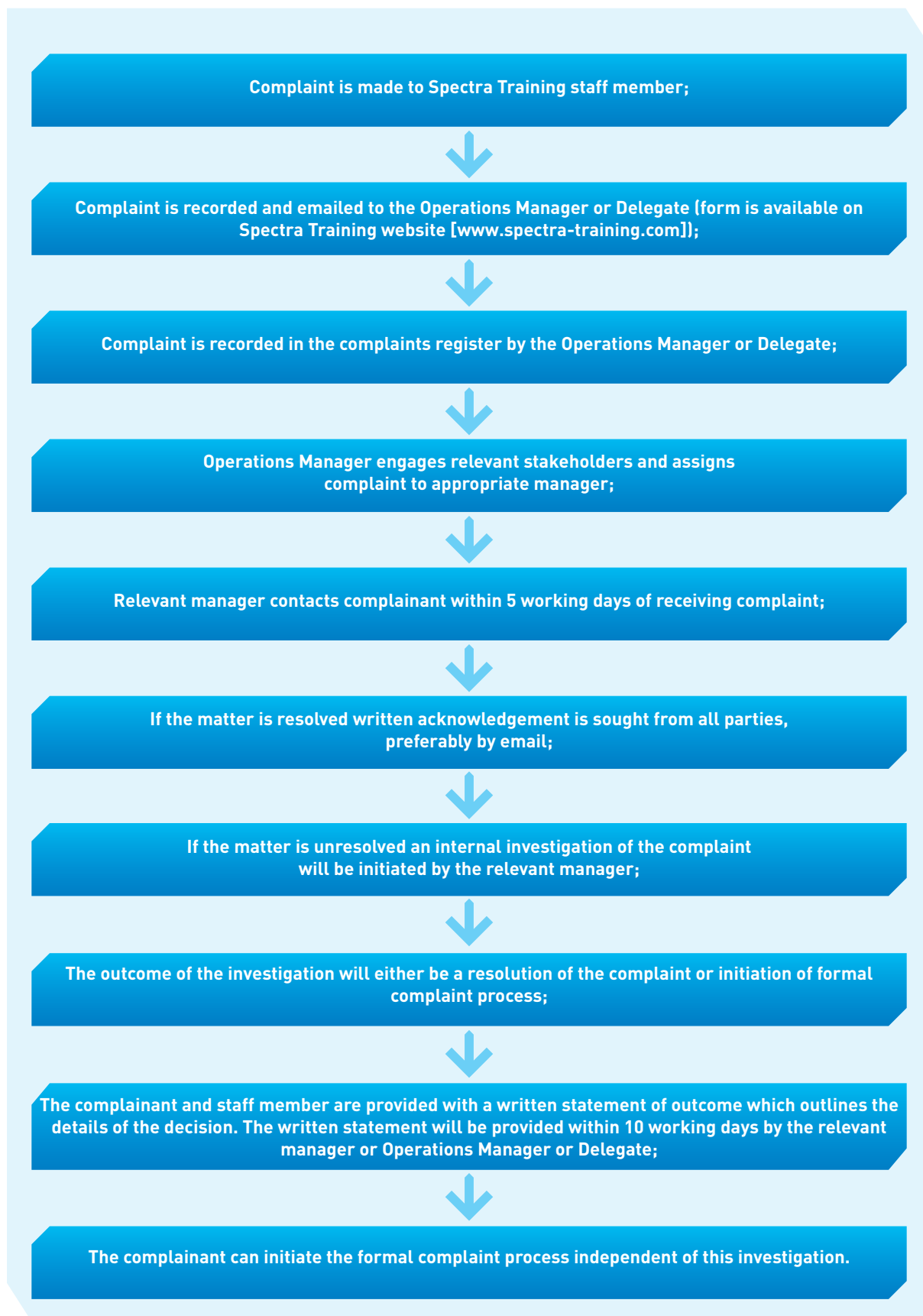


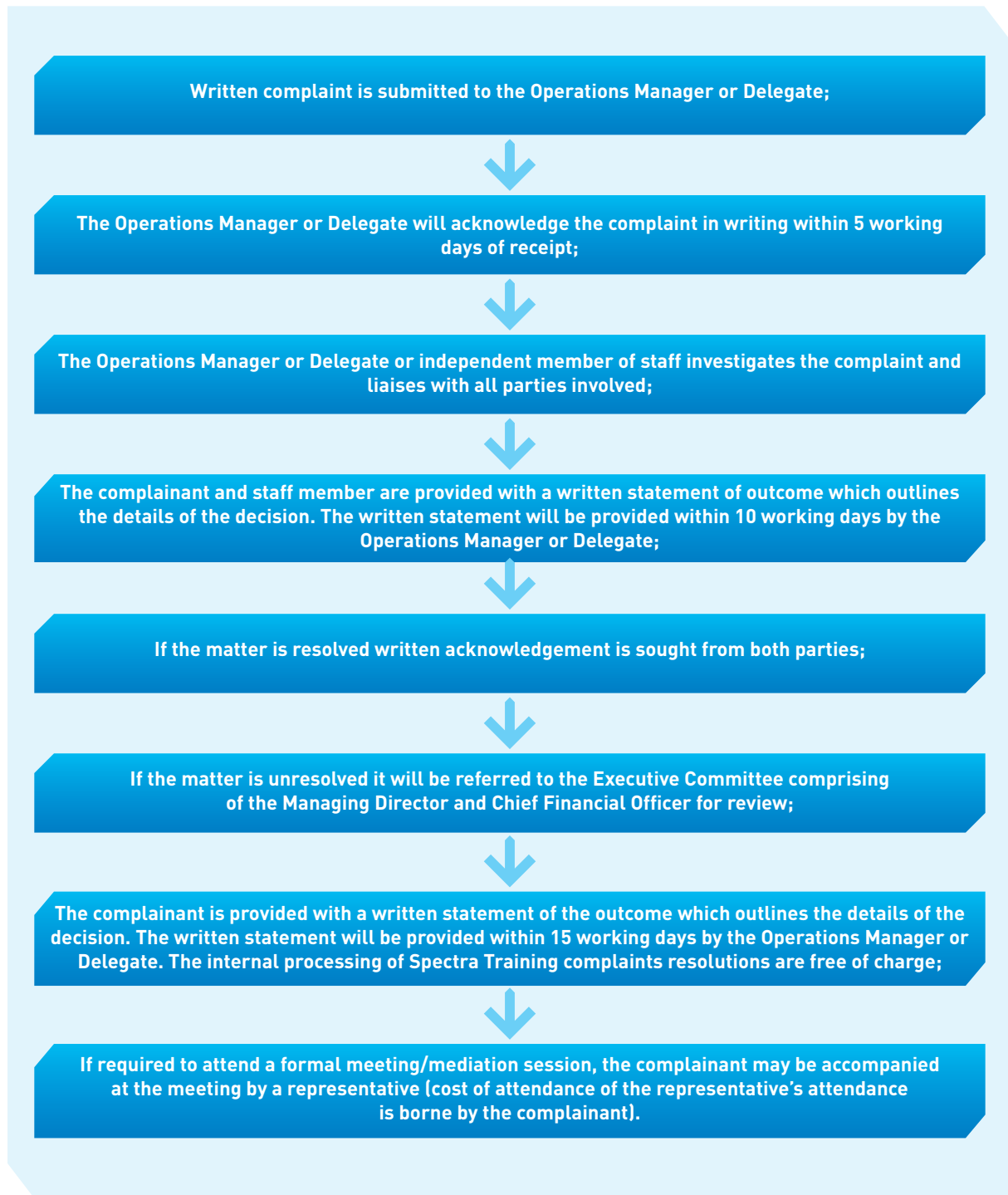
Complaints and Appeals Process

Stage 1 – Informal complaint process



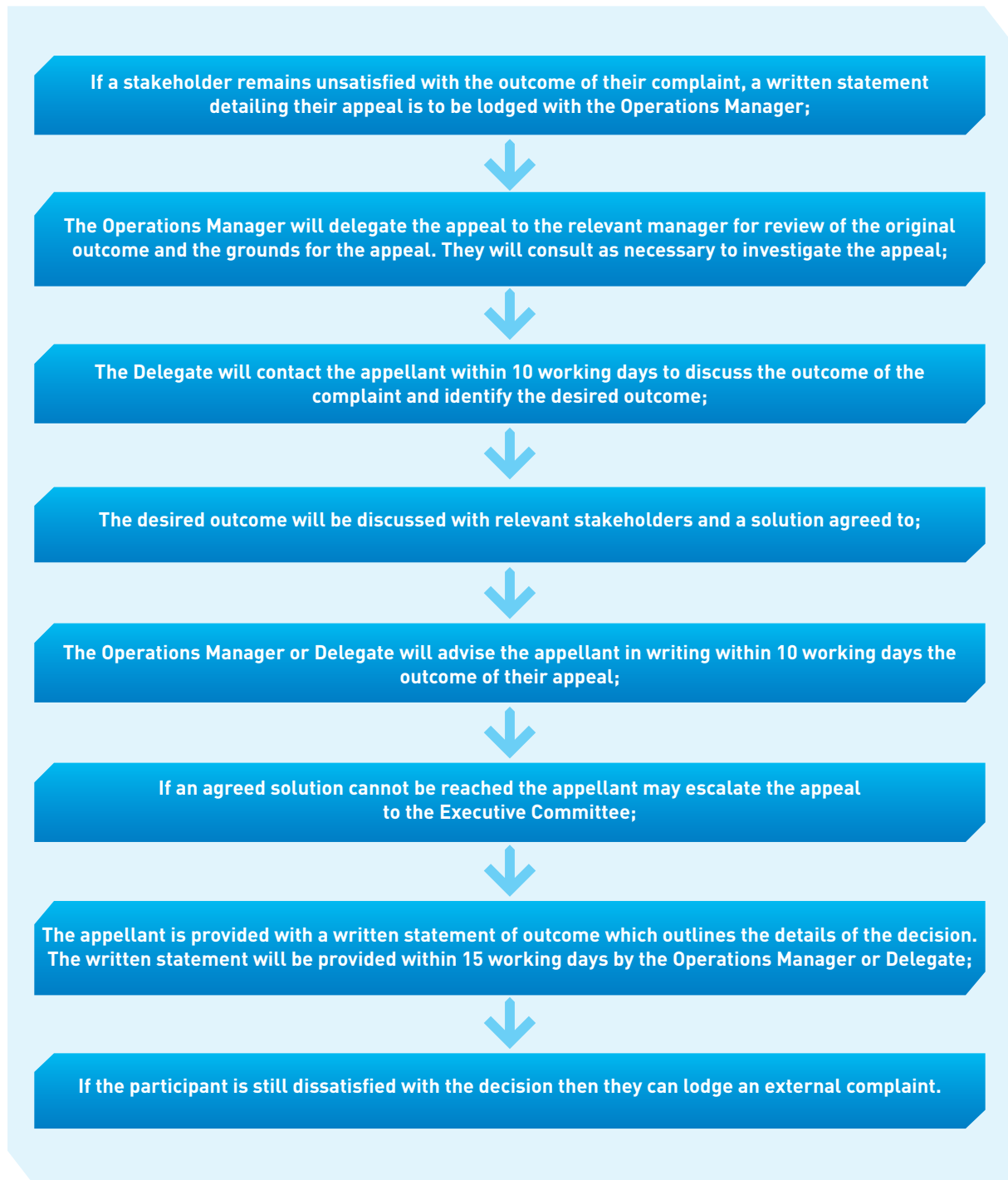
Complaints and Appeals Process

Stage 2 – Formal complaint process



Complaints and Appeals Process

Appeals Process



External complaint resolution

If the complainant is dissatisfied with the outcome of the complaint at the end of the internal process, they may wish to have the matter dealt with through an external dispute resolution process facilitated by the Australian Skills Quality Authority (ASQA).

If the complainant wishes to make an official complaint to the ASQA; they can submit a complaint by completing the Complaint about a training organisation operating under ASQA's jurisdiction form.

See <http://www.asqa.gov.au/complaints/complaints.html>