POLICIES

Complaints and Appeals Policy

- Anyone may lodge a complaint about CAQA, our staff, third parties or other students, at no cost.
- Acknowledged within 2 business days; target resolution 15 business days.
- Appeals reviewed by a person independent of the original decision.
- External options: independent mediation and the National VET Regulator (ASQA).
- Complaints and appeals inform continuous improvement.

This summary is provided for student information under the Standards for RTOs (Outcome Standards) 2025. The full controlled version of this document is issued in the Pre-Enrolment Information Pack and is available at any time from info@caqa.edu.au or 1800 266 160.