PROCEDURES

Complaints and Appeals Procedure

- Lodge by email, phone, post or the website form.
- Acknowledgement within 2 business days; written outcome with reasons.
- Appeal pathway with independent reviewer; external mediation and ASQA options.

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.