

Complaints and Appeals Process

How to raise concerns and challenge decisions — and what we do when you do

Your future, your way.

Our commitment

Every student at WAYS Youth Training has the right to be heard. Raising a complaint or lodging an appeal is free, confidential, and will not affect your treatment in any way. We take every concern seriously.

Definitions

- Complaint — concern about a service, person, decision, or experience
- Appeal — formal request to review a specific decision (such as an assessment outcome, withdrawal, or refund decision)
- Feedback — comments and suggestions that don't require a formal response

Principles

- Confidential — we share information only as needed to investigate and resolve
- Free of cost to the student
- No retaliation — no student will be disadvantaged for raising a complaint or appeal in good faith
- Procedural fairness — every party is heard
- Documented — we keep records of complaint, response, and outcome for at least 5 years

Stage 1 — Informal resolution

Most concerns are resolved quickly by talking to the right person.

- Issue with assessment, classroom, or your trainer? Speak to your trainer first.
- Issue with administration, fees, or enrolment? Speak to the WAYS admin team.
- Issue with another student? Raise it with your trainer or the RTO Manager.

If informal resolution doesn't work, or if the issue is too serious for an informal conversation, move to Stage 2.

Stage 2 — Formal complaint

Submit your complaint in writing to the RTO Manager:

- Email: training@ways.org.au (subject line: 'Formal complaint — [your name]')
- Post: RTO Manager, WAYS Youth Training, 178A Bondi Road, Bondi Junction NSW 2022

Include: your full name and USI, what happened, when, who was involved, what you'd like as a resolution.

We acknowledge formal complaints within 5 business days. We resolve and respond within 60 days. If we need longer (for example, an investigation involving placement settings or external parties), we tell you why and update you regularly.

Stage 3 — Internal appeal

If you're not satisfied with the outcome of Stage 2, you can request an internal appeal. The appeal is reviewed by a senior person at WAYS who was not involved in the original decision. We acknowledge the appeal within 5 business days and respond with a written decision within 30 days.

Stage 4 – External review

If you remain unsatisfied after Stage 3, you have external review options depending on the nature of the issue:

Issue type	External review body
Training quality, RTO conduct, qualification	Australian Skills Quality Authority (ASQA) — asqa.gov.au or 1300 701 801
Smart & Skilled subsidy or fee dispute	Training Services NSW — 1300 772 104 or training.nsw.gov.au
Consumer law issue (refunds, fees, advertising)	NSW Fair Trading — 13 32 20 or fairtrading.nsw.gov.au ; or via the Australian Consumer Law

Your rights

- Be accompanied by a support person at any meeting (a friend, family member, advocate, or interpreter)
- Request copies of relevant records (your enrolment, assessment, communications)
- Have the process explained in plain English, or in your preferred language with interpreter support
- Receive written outcomes at each stage, with reasons

What we do

- Take every complaint seriously
- Investigate fairly, hearing all sides
- Communicate clearly and in writing at each step
- Apply outcomes consistently — what we agree to do, we do
- Use complaints and appeals data to improve our service

Process at a glance

The four-stage flow, with timeframes:

Stage 1 — Informal	Conversation with trainer / admin / RTO Manager. Resolved quickly. No formal documentation required (but may be noted).
Stage 2 — Formal complaint	Written submission to RTO Manager. Acknowledged within 5 business days. Resolved within 60 days.
Stage 3 — Internal appeal	Review by senior person not involved in original decision. Acknowledged within 5 days. Decision within 30 days.
Stage 4 — External review	ASQA / Training Services NSW / NSW Fair Trading depending on issue type. Their timeframes apply.

Wellness Centre support

If your complaint or appeal involves a personal or wellbeing matter, you can access the WAYS Wellness Centre alongside the formal process — counselling, case management, and support are available to every student at no cost. Speak to admin or your trainer to be connected.

Your future, your way.

Document control

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Authority	Alfred Asirvadham, RTO Manager, WAYS Youth Training

Waverley Action for Youth Services Inc., trading as WAYS Youth Training · RTO 90114 · 178A Bondi Road, Bondi Junction NSW 2022

(02) 9365 2500 · training@ways.org.au · ways.org.au/rto