



Policy Statement

Warner Institute strives to provide a high quality and satisfying experience for all students, clients and stakeholders.

If any area of our service delivery did not meet your expectations, we want to hear about it.

It's important to us that an unsatisfactory experience can be resolved, and that we can improve for future students where applicable.

Complaints and Appeals Policy

Warner Institute is committed to ensuring that complaints and appeals are addressed and resolved in a systematic, transparent and timely manner, while maintaining procedural fairness and respecting the rights of all students.

Students have the right to raise a complaint or appeal without being disadvantaged, discriminated against, or otherwise adversely affected as a result.

Complaints and appeals will be managed respectfully, objectively and confidentially, with information only shared where necessary to investigate and resolve the matter.

Making a Complaint or Appeal

Students may submit a complaint or assessment appeal through a range of methods, including:

- the **Complaints & Assessment Appeal Form** available on the [Warner Institute website](#) and Student Portal
- email
- telephone

Complaints may be made anonymously.

Students choosing to remain anonymous should be aware that this may limit Warner Institute's ability to fully investigate the matter, and we will be unable to provide updates or communicate an outcome.

How We Respond

Warner Institute will:

- acknowledge receipt of a formal complaint in writing within **2 business days**
- commence the investigation within **2 business days** of acknowledgement to you
- aim to complete the initial investigation within **30 days**
- keep the complainant informed of expected timeframes and advise them if additional time is required



- communicate the outcome and any proposed actions in writing.

All complaints and appeals will be considered on their individual circumstances and investigated using relevant information and evidence.

Assessment Appeals

Students who disagree with an assessment decision may request an appeal. The assessment will be independently reviewed by an appropriately qualified Warner Institute representative who was not responsible for the original assessment decision, where applicable. The outcome of the appeal will be communicated to the student in writing.

Escalating a Complaint or Appeal

Where a student is not satisfied with the outcome of a complaint, the matter may be escalated for further internal review by the CEO or an authorised delegate.

Where the matter remains unresolved after Warner Institute's internal processes have been completed, an external and independent mediator or reviewer may be recommended. Any potential costs associated with external review will be communicated before proceeding, and Warner Institute will seek to minimise costs to the complainant or appellant.

Students may also access external avenues for support or to lodge a complaint, including the [Australian Skills Quality Authority \(ASQA\)](#) and the [Australian Government National Training Complaints Hotline](#).