



Screenwise Pty Ltd

COMPLAINTS AND APPEALS POLICY

RTO Code: 91699 | Version 1.0 | Effective January 2026

Item	Detail
RTO Name	Screenwise Pty Ltd
RTO Code	91699
ABN	18 106 187 606
Regulatory Framework	Standards for RTOs 2025 — Outcome Standards 2.7, 2.8
Responsibility	Registrar / Chief Executive Officer
Review Cycle	Annual or following regulatory change
Version	1.0 — Effective January 2026

1. Purpose

This policy sets out how Screenwise receives and responds to complaints and appeals from students and other persons. It is designed to ensure that concerns are handled fairly, confidentially, and without unreasonable delay.

This policy is publicly available on the Screenwise website (www.screenwise.com.au) prior to enrolment.

2. Definitions

A complaint is negative feedback about services, staff, or the training environment that has not been resolved at the time it arose. Complaints may be made verbally or in writing.

An appeal is a request by a student for reconsideration of a decision or finding made by Screenwise — for example, an assessment decision, an administrative decision, or a disciplinary outcome. Appeals must be submitted in writing within 28 calendar days of the student being informed of the decision.

3. Early Resolution

Students are encouraged to raise concerns directly with the person involved, or with the Registrar, as soon as they arise. Many issues can be resolved promptly through direct communication. Where this is not possible or appropriate, the formal process below applies.

4. Formal Procedure

The following principles apply to all complaints and appeals handled by Screenwise:

- Complaints and appeals are handled fairly, confidentially, and without disadvantage to the person making them.
- Written acknowledgement will be provided within 2 business days of a complaint or appeal being received.
- A written response will be provided within 14 calendar days of lodgement. Where additional time is required, the person will be notified in writing with reasons and an updated timeframe.
- Screenwise aims to resolve all complaints and appeals within 30 calendar days.



- The person making a complaint or appeal may present their case at no cost and may be accompanied by a support person at any meeting.
- Where a complaint involves another person, that person will be informed and given the opportunity to respond before any decision is made. All information is handled sensitively and in confidence.
- Written records of all complaints and appeals — including lodgement, response, and outcome — are maintained securely by Screenwise.
- The enrolment of a student making a complaint or appeal will not be affected during the handling process.
- Outcomes in favour of the person making the complaint or appeal will be implemented immediately.

All timeframes are indicative and represent Screenwise's commitment to prompt resolution. Where a timeframe cannot be met, the person will be notified in writing with reasons and an updated timeframe.

Where a complaint involves alleged criminal or illegal conduct that falls outside the scope of Screenwise to investigate, Screenwise reserves the right to refer the matter to the relevant law enforcement authorities. The person will be notified in writing if this occurs.

5. Independent Third Party Review

Where a person is not satisfied with the outcome of Screenwise's complaints or appeals process, they may request a review by an independent third party. Before doing so, the person is asked to allow Screenwise to fully consider and respond to the matter in writing.

To request an independent review, the person should contact the Registrar, who will initiate the process with the Chief Executive Officer. Screenwise will identify an appropriate independent reviewer and meet the full cost of the review. The reviewer's findings will be provided within 14 calendar days of being engaged and will be accepted by Screenwise as final.

Where the Chief Executive Officer identifies an actual or perceived conflict of interest, the complaint or appeal will be referred directly to an independent third party without the internal process applying.

6. External Referrals

Where a person remains not satisfied following the conclusion of Screenwise's internal process, they may refer their matter to the following external bodies:

Matter	External body
Consumer-related issues	NSW Office of Fair Trading
Training and assessment delivery	National Training Complaints Hotline — 13 38 73 www.dewr.gov.au/national-training-complaints-hotline ASQA — asqaportal.asqa.gov.au
Privacy matters	Office of the Australian Information Commissioner 1300 363 992 www.oaic.gov.au

7. Publication

This policy is published on the Screenwise website (www.screenwise.com.au) and is included in the Student Handbook.

Complaints and appeals may be submitted to the Registrar at barry@screenwise.com.au, or in writing to Screenwise Pty Ltd, 84-86 Mary Street, Surry Hills NSW 2010.



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Approved by	Date	Version	Next Review
CEO — Screenwise Pty Ltd	January 2026	1.0	January 2027