

We are dedicated to providing excellent services and maintaining a friendly relationship at all levels from top management down towards our learners. We have a Complaints & Appeals Policy to ensure all complaints and appeals are handled as efficiently and effectively as possible. As a learner with us you are entitled to make a complaint or appeal an assessment decision to us. The following outlines our policy and procedures for the handling of verbal and written complaints and appeals.

**Our Responsibilities to you if you have a complaint or appeal:**

- To provide an efficient, fair and structured mechanism for handling complaints and appeals.
- To provide our learners with access to the complaints and appeals process, including those learners with any disabilities or special needs.
- Formal complaints and appeals can be written or verbal, if verbal, a staff member will document the complaint or appeal and either the complainant or assisting staff member must sign the complaint or appeals form.
- To keep customers informed as to the progress of their complaint or appeal and the expected timeframe for resolution.
- To resolve your complaint or appeal as soon as possible.
- To review complaints and appeals so that we can improve our service.

**Handling Your Complaint:**

- Upon receiving a complaint or appeal, we will acknowledge it in writing within 2 business days.
- We will keep you informed of the progress of your complaint or appeal, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints or appeals in a timely manner and we will generally resolve a matter within 30 calendar days if possible.
- We will ensure that the investigation process is impartial and encompasses the Principles of Natural Justice. No assumptions will be made nor any action taken until all relevant information has been collected and considered.
- There will be no victimisation against anyone who makes a complaint or appeal.

We recognise the right of individuals to approach an external agency if the formal complaint or appeal has not resolved the issue to their satisfaction.

A Complaints or Appeals form is available to assist you but is not required.

Submit all complaints or appeals to the Managing Director with whom you have the option to have an informal meeting prior to discuss your complaint or appeal on 02 9772 2175.