

PURPOSE

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. This process provides opportunity for complaints and appeals to be forwarded to Life International Training management in a timely and confidential manner.

SCOPE

The Managing Director of Life International Training is the Complaints Resolution Officer. The Managing Director may delegate responsibility for the resolution of the complaint if necessary.

The object of this policy is to ensure that Life International Training staff always act in a professional manner. This policy provides students with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

PROCEDURE

COMPLAINTS AND APPEALS

Life International Training strives to deal with complaints as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

Complaints may be raised against Life International Training, our trainers/assessors, other staff, our partners or another learner of Life International Training.

If a person has a complaint they are encouraged to speak immediately with the person involved to resolve the issue. If the complainant is not satisfied that the issue has been resolved they are required to complete a *Complaints and Appeals Form* available from administration staff or our website. Life International Training will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Managing Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If a participant is not comfortable with disclosing a complaint, they can call the National Training Complaints Hotline on 13 38 73 and lodge the complaint with them. They will advise the participant of what actions may be required to deal with the complaint.

COMPLAINTS PROCESS

All complaints shall follow the below procedure:

- Made in writing within 5 days of the incident using the *Complaints and Appeals Form*
- A submitted *Complaints and Appeals Form* will constitute a formal complaint from the participant
- The Managing Director must be informed of receipt of all complaints
- The Managing Director may delegate responsibility for the resolution of the complaint
- In the case of a complaint, the Managing Director will initiate a transparent, participative investigation to identify the issues

- Complaints where possible are to be resolved within 10 working days of the initial application
- If Life International Training believe that the complaint will require in excess of 60 days to finalise, we will inform the complainant outlining the reasons for the time required.
- During this time, we will update the complainant on the progress of the matter.
- In all cases the conclusion will be assessed by the Managing Director
- The Participant will be advised in writing of the outcome of their complaint
- If the outcome is not to the satisfaction of the Participant, they may seek an appointment with the Managing Director
- If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint
- All complaints will be handled as – CONFIDENTIAL- and will not affect or bias the progress of the participant in any current or future training

APPEALS

APPEALS PROCESS

All appeals shall follow the below procedure:

- Be made in writing within 5 days of notification of the assessment decision using the *Complaints and Appeals Form*
- A submitted *Complaints and Appeals Form* will constitute a formal appeal from the participant
- The Managing Director shall be informed of receipt of any appeal
- The Managing Director may delegate responsibility for the resolution of the appeal
- In the case of an appeal, the Managing Director will initiate a transparent, participative process to deal with the issues at hand
- Appeals where possible are to be resolved within 10 working days of the initial application
- If Life International Training believe that the complaint will require in excess of 60 days to finalise, we will inform the complainant outlining the reasons for the time required.
- During this time, we will update the complainant on the progress of the matter.
- In all cases the conclusion will be endorsed by the Managing Director
- The participant will be advised in writing of the outcome of their appeal
- If the outcome is not to the satisfaction of the participant, they may seek an appointment with the Managing Director
- If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal
- All appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training

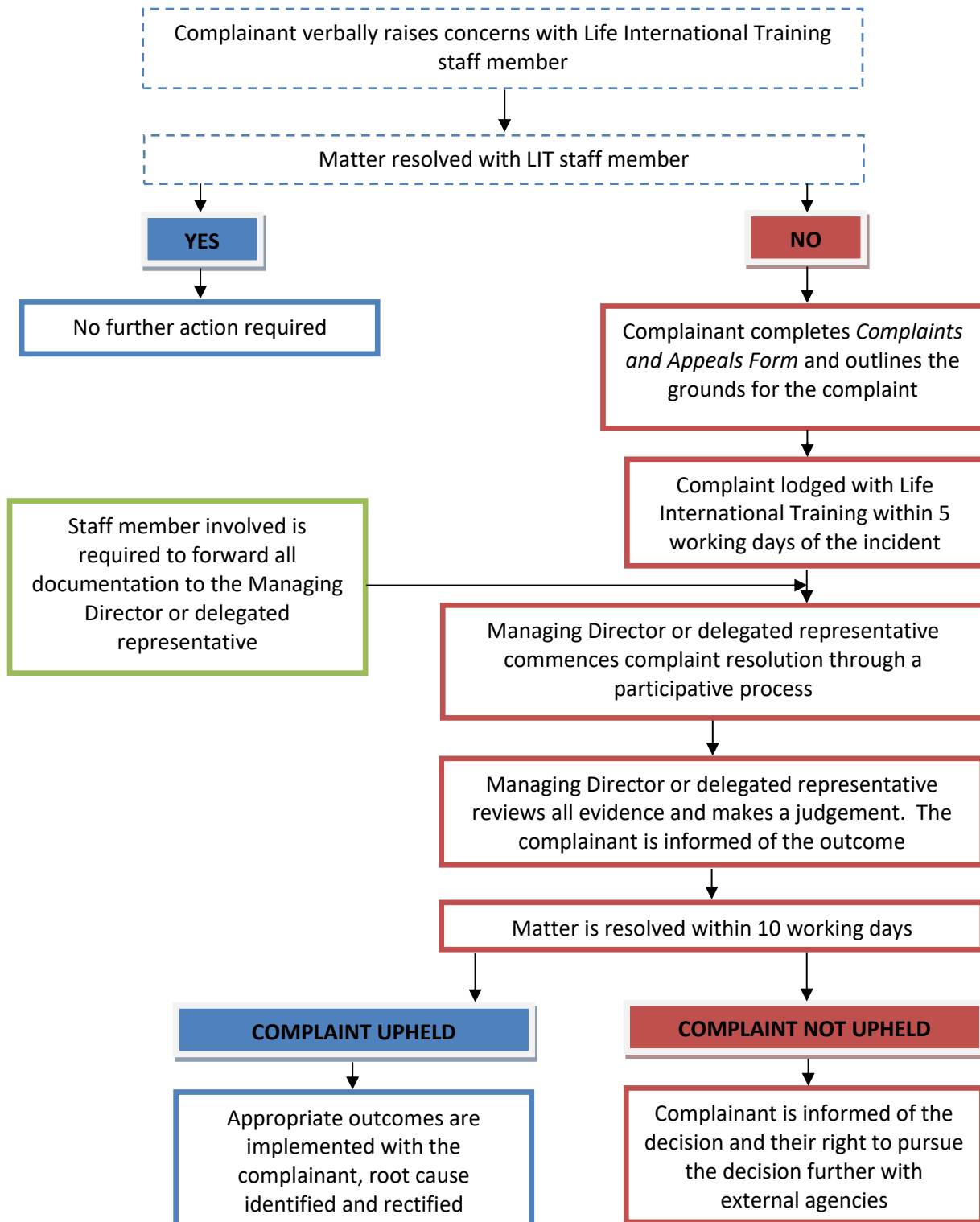
ADMINISTRATION

All complaints and appeals will be reviewed by Management for continuous improvement of the processes.

All Complaints and Appeals are to be held securely on file.

Details concerning the scope of the *Complaints and Appeals Policy* are to be contained within the Employee Induction Process and Student information.

ANNEX A: COMPLAINTS PROCESS



ANNEX B: APPEALS PROCESS

