

Grievance, Complaints & Appeals Process

Customer Protection Policy

Impact Training Institute has a systematic process for managing and resolving grievances, complaints and appeals that will be handled objectively, with sensitivity and with complete confidentiality. The process applies when a client/student has a concern about a situation, discrimination, assessment outcomes a person or people or a process.

What is a complaint? A complaint is when you say (or write) that you are unhappy, frustrated or dissatisfied with the quality of a service you receive, something that another person has done or the way something is done.

What is an appeal? You make an appeal, usually to someone in authority, if you want then to change a decision they have made, example if you feel you have been unfairly assessed.

If a student/client has a grievance, complaint or appeal in relation to any aspect of their learning, he/she should follow the below 5 steps:

Step 1: Speak to someone, for example, if it is about your course, start with your trainer

Step 2: If you still have a problem, speak to the Training Manager/Coordinator. You may bring a support person with you.

If you want to make **an appeal**, you should speak to the Training Manager first. The Training Manager will respond to your complaint or appeal in writing within 10 working days.

Step 3: If you are not happy about the way your complaint (or appeal) has been dealt with, you should complete a **Complaints & Appeals Form** (which can be obtained from our reception area or from the Training Manager) and make an appointment to speak with the **RTO Manager**. You may bring a support person with you to this meeting. The Compliance manager will respond to your complaint or appeal in writing within 10 working days.

Step 4: If you are still not happy about the way your complaint or appeal has been dealt with, you should ask for a meeting with the **General Manager**. You may bring a support person with you to this meeting. The General Manager will respond to your complaint or appeal in writing within 10 working days.

The Internal Complaints & Appeals process is now complete.

Step 5: If you are still unhappy with the outcome of the grievance, complaints & appeals process, you can ask for help from an external body such as ASQA at www.asqa.gov.au; or for state funded programs from the Department of Industry (Training Services NSW) Customer Support Centre – 1300 772 104 smartandskilled.enquiries@industry.nsw.gov.au; or any other relevant government/industry body to initiate an external appeal.

Please note for information on our Complaints and Appeals process (Consumer protection policy) and for advice you can contact our RTO Manager, on 9806 9822 or training@iti.edu.au

Grievance, Complaints & Appeals Process Flow Chart

