

### Policy

ABC Training and Consulting is committed to providing students, staff and stakeholders the best possible environment in which to study or work, however we acknowledge that mistakes happen and in some cases this can result in dissatisfaction of our services / staff / organisation.

ABC Training and Consulting invites feedback from a dissatisfied parties so that a resolution can be found. ABC Training and Consulting will address any complaint or appeal raised in a constructive and timely manner. Every attempt will be made to resolve complaints and appeals through consultation, cooperation and discussion. All complaints and appeals will be viewed by ABC Training and Consulting as an opportunity to improve.

A complaint or appeal can be lodged verbally (ph: 07 3876 3177 or via your trainer / assessor), via written letter (posted to PO Box 1161, MILTON QLD 4064) or via email ([info@abconsulting.edu.au](mailto:info@abconsulting.edu.au)).

### Procedure

- Once a complaint or appeal is received, ABC Training and Consulting will acknowledge receipt within two (2) working days. This acknowledgement will be by email.
- If the complaint or appeal cannot be easily resolved it will be escalated and the complainant / appellant will be asked to complete an official *Complaints Form* or a *Request for Appeals Form* which can be obtained from ABC Training and Consulting.
- The Complaints Form / Request for Appeals Form will be used to complete the Feedback, Complaints and Continuous Improvement register which is used to record the details of the complaint or appeal and maintain a journal of events during the process. Any amendments that are made to business practices and/or documentation as a result of the complaint / appeal are also recorded in this register.
- Every effort will be made to resolve all complaints and appeals within sixty (60) days of the lodgement of the complaint / appeal. Where ABC Training and Consulting considers more than sixty calendar days are required to process and finalise the complaint / appeal, the CEO will inform the complainant in writing outlining the reasons for the delay.
- If a resolution cannot be reached, the matter will be referred to a complaint and appeal panel consisting of:
  - The relevant ABC Training and Consulting staff member (if applicable)
  - The CEO of ABC Training and Consulting
  - The complainant (and legal guardian if applicable)
  - A representative of the complainant's employer (if applicable)
  - An adviser for the aggrieved party (optional)

- ABC Training and Consulting shall maintain all relevant paperwork of the complaint or appeal during the process unless otherwise directed by a regulatory authority. Any records relating to a complaint or an appeal are stored securely to prevent unauthorised access.
- Decisions or outcomes of a complaint or appeal that is found to be in favour of the complainant shall be implemented immediately and the complainant informed in writing.
- ABC Training and Consulting adopts the principles of natural justice and procedural fairness by informing all parties involved in the allegations and allowing them to tell their side of the story before a final judgement is made.
- When a resolution has been achieved, the complainant / appellant will receive a written response within seven (7) working days outlining the reasons for the outcome.
- ABC Training and Consulting will ensure that their decisions are in line with all relevant Legislative Acts which govern the employment of staff. If anyone feels they have been unfairly treated, they may consult with the relevant Government Department.
- ABC Training and Consulting provides the opportunity for any persons making a complaint or appeal who are not happy with the outcome to formally appeal the decision via a Request for Appeal Form and send it through to [info@abconsulting.edu.au](mailto:info@abconsulting.edu.au).
- Where the complainant / appellant is not satisfied with the handling of the matter by ABC Training and Consulting, they have the opportunity to take the matter to an external agency. Options for escalation include (but are not limited to):
  - The Australian Quality Skills Authority (ASQA) – [www.asqa.gov.au](http://www.asqa.gov.au)
  - The QLD Department of Employment, Small Business and Training (DESBT) – [www.desbt.qld.gov.au](http://www.desbt.qld.gov.au)
  - NSW Smart and Skilled – [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)
  - Skills Canberra – [www.skills.act.gov.au](http://www.skills.act.gov.au)
  - Skills Tasmania – [www.skills.tas.gov.au](http://www.skills.tas.gov.au)
  - Australian Apprenticeships Northern Territory – [www.australianapprenticeshipsnt.com.au](http://www.australianapprenticeshipsnt.com.au)
- ABC Training and Consulting will co-operate with any investigation or request for information made by an authorised agency that has been referred an escalated complaint or appeal. Written confirmation from the complainant / appellant may be required providing permission for ABC Training and Consulting to include the third party in communications or to provide them with records.
- If the appellant is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund and considers that ABC Training and Consulting has dealt with the matter appropriately, the student is to be advised of the opportunity to refer the matter to the Office of Fair Trading in relation to their dispute over the requested refund.