

Complaints and Appeals Policy:

Training Unlimited has a fair and equitable process for dealing with learner complaints and appeals. Training Unlimited is committed to addressing complaints and appeals efficiently and effectively. Prospective learners will have access to our Complaints and Appeals Policy through our website and it will be displayed in the foyer of our offices.

The policy outlines:

- All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- Appeals and complaints will be responded to in a timely manner with Training Unlimited agreeing to attempt to resolve complaints within realistic and fair timelines.
- All parties will have a clear understanding of the steps involved in the Complaints and Appeal Procedure.
- Students may raise any complaints relating to, for example, training delivery and assessment, the quality of the teaching, student amenities, discrimination and sexual harassment.
- Appeals can relate to assessment decisions but they can also relate to other decisions, such as a decision to exclude a learner from a program.
- Training Unlimited will attempt to resolve all complaints through discussion and conciliation.
- All parties will have an opportunity to present their case.
- Where a complaint cannot be resolved through discussion and conciliation, clients will have access to an independent arbiter.
- Learners will be provided with details of external authorities they may approach, if required.