

<b>COMPLAINTS &amp; APPEALS POLICY AND PROCEDURE</b>	
<b>Who is responsible</b>	<p>The director/senior trainer and training coordinator/compliance officer is responsible for ensuring that this process is followed.</p> <p>All trainers and assessor and all staff are required to follow and adhere to the requirements.</p>
<b>When</b>	Quality Assurance Schedule
<b>Policy</b>	<p>This policy and procedure outlines the process for managing and responding to complaints at Asbestos &amp; You to ensure they are handled fairly, efficiently, and effectively. Asbestos &amp; You is committed to maintaining the principles of natural justice and procedural fairness at every stage of the complaints process.</p>
<b>Procedure</b>	<p>This procedure applies to complaints involving:</p> <ul style="list-style-type: none"> <li>• Asbestos &amp; You, trainers, assessors, or other staff</li> <li>• A third-party providing services on behalf of Asbestos &amp; You</li> <li>• A VET student of Asbestos &amp; You</li> </ul> <p>Information on how to provide feedback or make complaints is publicly available on the Asbestos &amp; You website and in the Student Handbook.</p> <p>VET students are supported to provide feedback or make complaints, including access to staff assistance, if and when, required.</p> <p>Asbestos &amp; You’s complaints management system ensures:</p> <ul style="list-style-type: none"> <li>• Procedural fairness is afforded to all parties involved.</li> <li>• Reasonable timeframes are established for responding to and resolving complaints.</li> <li>• Avenues for further action are available if complaints are not resolved.</li> </ul> <p>Complaints must be submitted in writing via the designated complaints form available on Asbestos &amp; You website and can be lodged in person, email or by post.</p> <p>Asbestos &amp; You will acknowledge receipt of the complaint in writing within five (5) business days.</p> <p>An investigation is then conducted by an impartial staff member, to ensure no conflict of interest, with all relevant parties to establish facts and explore potential resolutions.</p> <p>The complainant may be requested to provide further information or attend a meeting.</p> <p>A resolution is determined, and the outcome is documented.</p> <p>The complainant is informed in writing of the outcome and reasons for the decision within twenty (20) business days of the complaint being lodged.</p> <p>If the complainant is not satisfied, they may request an independent review with an external party, independent of Asbestos &amp; You and the complainant. This could be the regulator ASQA or the training ombudsman. Any fees for an external party will be payable by the complainant.</p> <p>If Asbestos &amp; You requires more than 60 calendar days to resolve the complaint, the complainant is informed in writing, with reasons for the delay and regular updates provided.</p> <p>All complaints and their outcomes are securely recorded and handled with strict confidentiality to protect the privacy of individuals involved.</p> <p>Feedback and complaints are reviewed and recorded in the CIR to identify trends and inform continuous improvement.</p> <p>Corrective actions are implemented to address systemic issues and reduce the likelihood of recurrence.</p>