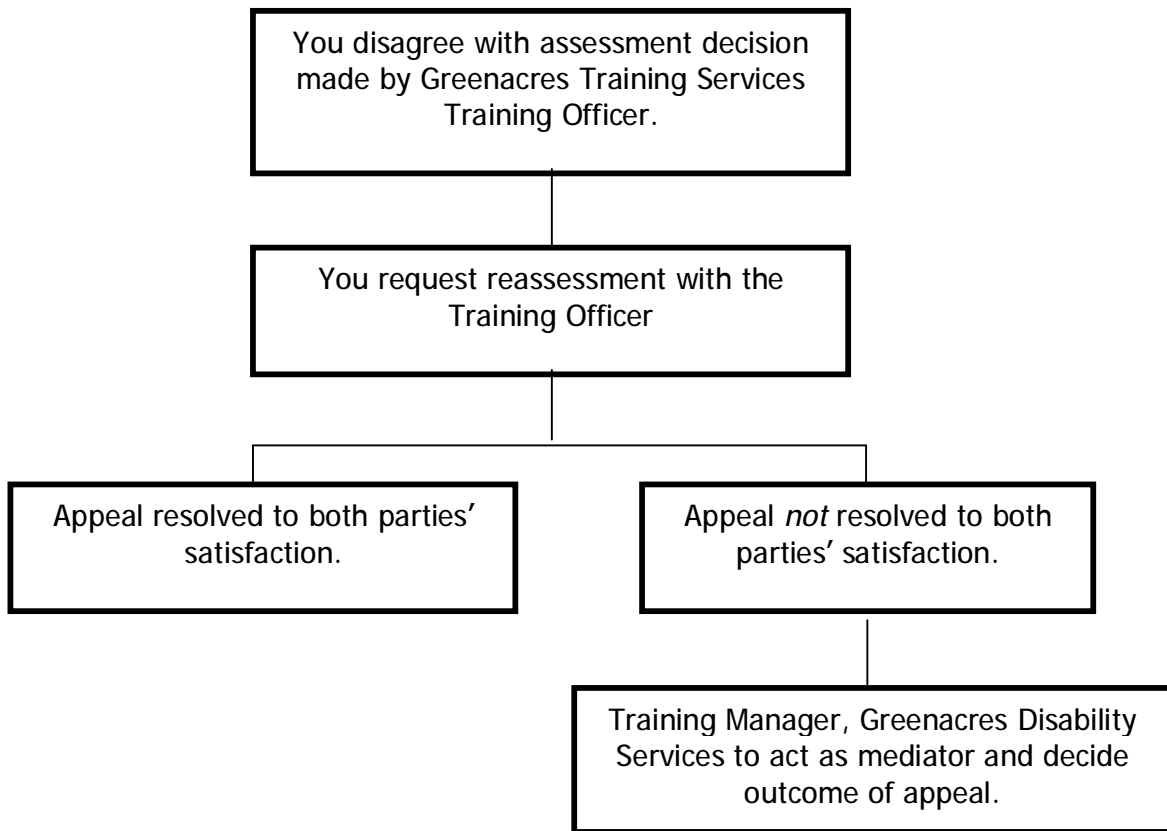


 APPEALS, COMPLAINTS and GRIEVANCES

Learners who do not demonstrate competence according to the assessment criteria of the course may attempt the assessment activity again or negotiate another assessment activity with the Training Officer.

If you disagree with a course / assessment decision made by your Training Officer or Workplace Supervisor, you have the opportunity to lodge an *appeal*.



If you wish to make a complaint regarding any other issue such as; course content, trainer conduct and the like, you may lodge a complaint to us at Greenacres Training Service.

How you can make a complaint:

1. The complaint must be submitted in writing. We are available to assist clients with this if necessary. (using a Complaints Form - see Appendix 2.) or verbally.
2. The complaint may be made directly to the person involved or it may be made to that person's supervisor. If you feel you need extra assistance with lodging your complaint please let us know.
3. Please include your name and sign your complaint as it is difficult to appropriately action an anonymous complaint.
4. *How we will respond to your complaint:*
5. When we receive a complaint we assess it in terms of its' seriousness and urgency.
6. We will acknowledge its' receipt and let you know the likely timeframe for dealing with the complaint.
7. If the complaint is about a product then the **Non-Conforming Product Procedure** will apply.
8. If the complaint is about an assessment result then the *above* **Trainee Appeals Procedure** will apply.
9. If the complaint is about a person then **the Greenacres Disability Services Grievance Procedure** will apply.
10. A written advice is to be issued by the Trainer.