

## 6. Complaints & Appeals Policy

### Rowe Training & Consulting

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This policy sets out the requirements, accountability and procedures which apply when dealing with complaints, grievances and appeals.

#### Objectives – Policy Statement

Rowe Training & Consultancy aims to listen and deal with any complaint and/or grievance in an effective and timely manner:

- Complaints can be made verbally (via. Telephone calls or direct contact with a trainer) or through written methods i.e. emails, letters or feedback forms.
- Complaints and/or grievances will be taken seriously. Details will be recorded; action taken and the outcome will be in writing.
- A staff member who has not been involved in the complaint and/or grievance will review the complaint and/or grievance.
- An independent person may attend any meetings with the person lodging the complaint and/or grievance to act as a support person or advocate.
- Opportunity will be given to formally present the case.
- The person lodging the complaint and/or grievance will receive a letter from Rowe Training & Consulting detailing the outcome of the complaint and/or grievance and the reasons for decisions which have been made.

#### Client Focus

Rowe Training & Consultancy staff and students

### Procedures attached to this policy relate to the following activities:

- Complaint Appeal 1
- Learning & Assessments
- Learning Needs
- Learning & Assessment Strategies
- Audit Schedules
- Training Packages and Client Needs

### Other Documents

This policy meets the requirements of the AQTF and relates to RTO Standard 2.7

Relevant documents include:

- Student Handbook
- Staff Handbook
- Code of Practice
- Terms & Conditions

Student enquiries should be directed to [debbie.rowe@rowetraining.com.au](mailto:debbie.rowe@rowetraining.com.au) and/or the [www.rowetraining.com.au](http://www.rowetraining.com.au) website