



## Client Complaints and Appeals

Safety Corp will act upon any substantiated complaint or appeal; these will be recorded into our RTO management system and will lead where appropriate to Continuous Improvement (CI) activities.

Safety Corp treats complaints and appeals very seriously and we will deal with these in an effective and timely manner, typically resolving all complaints **within three weeks**.

The data entry responsibility lies with the RTO Manager.

A Student can complain about any aspect of our dealings with them, and the Student can appeal any decision we make, including assessment decisions.

In the first instance that a Student is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer in an attempt to quickly resolve the issue.

If the issue is with the trainer, and the Student feels that they would prefer not to approach the trainer, then the RTO Manager is available to discuss the issue.

Should the complaint or appeal not be resolved in the first instance, then the Student is requested to formally lodge a complaint or appeal by completing the Continuous Improvement form available from the Trainer or RTO Manager or (email: [admin@safetycorp.com.au](mailto:admin@safetycorp.com.au))

This formal complaint or appeal will be entered into our Continuous Improvement (CI) register for tracking purposes. This is the responsibility of the RTO Manager.

Should the nature of the complaint refer to criminal matters or where the welfare of Students is in danger, Safety Corp will, with the permission of the Student, seek assistance from other authorities such as The Police, Legal Representative or other parties as appropriate. Student confidentiality will be maintained at all times as is consistent with NSW Law.

Engagement of the external assistance will be the responsibility of the RTO Manager and the RTO Manager.

Upon Safety Corp's receipt of the formal complaint or appeal, the RTO Manager will be responsible for resolving the issue.



This will involve at least a formal interview with the Student, the trainer (if appropriate) and the RTO Manager. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the Student and Safety Corp, this could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

- Leadr can be contacted via [www.leadr.com.au](http://www.leadr.com.au)
- Intermediate can be contact via [www.intermediate.com.au](http://www.intermediate.com.au)

Costs for the independent person or panel, must be pre-approved by Safety Corp.

The RTO Manager will negotiate the identification and engagement of the mutually agreed person or panel. The data entry responsibility lies with the RTO Manager.

ASQA provides information on its complaints handling process at:

- <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Please note, that the ASQA website advises that some complaints about refunds may be directed to the NSW Office of Fair Trading Tel: 133 220.