



Complaints and Appeals Policy

If you believe you have been treated unfairly or wish to appeal any of our decisions (including assessment decisions) you have a right to do so under our *Complaints and Appeals Procedures*.

Anyone making a complaint or appealing a decision has the right to be heard, and we will deal promptly, fairly and confidentially with complaints and appeals using independent people. You have the right to ask someone to be with you when you make a complaint or appeal.

While we try to resolve complaints informally where possible, formal complaints and appeals must be submitted in writing, and there is a form for this.

Participants or employers may request a full copy of our *Procedures* (and you must be provided with a copy on request). Contact the RTO Manager or your trainer.