

Inspiring Training Academy Pty Ltd (ITA) takes complaints and appeals seriously. We follow a clear process to ensure all issues are handled professionally and confidentially for a quick resolution. This process is open to everyone involved with us.

You can make a complaint about:

- Our conduct
- Our trainers, assessors, and staff
- A third-party providing services on our behalf
- A student of our RTO

You can also appeal any decision made by us or a third-party providing services on our behalf, including assessment decisions.

All students will receive a copy of the Complaints and Appeals Policy and Process in the student VET handbook to ensure:

- Everyone understands the steps in the Complaints and Appeals Policy.
- Students have details of external authorities if needed.
- All complaints and appeals are handled fairly, equally, and quickly.

ITA encourages everyone to approach complaints or appeals with an open mind and try to resolve issues through discussion.



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Complaints and Appeals Policy & Procedure



Steps to follow;

- Submit it in writing using the Complaints and Appeals Form found on the ITA website
<https://inspiringbeauty.com.au/policies-procedures>
- ITA will commence investigating the complaint or appeal within 10 working days.
- You can formally present your case and have a third party represent you. We will provide a written statement of the outcome, including reasons for the decision, within 60 calendar days. If we need more time, we will explain why in writing.

If you are not satisfied after going through our complaints and appeals process, we will involve a third-party mediator.

If you are still not satisfied with the independent third-party mediator, the complaint can be lodged with the VRQA.

Complaints can be lodged via: <https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx>

Each complaint or appeal and its outcome will be recorded in the ITA Complaints and Appeals register, discussed at Inspiring Training Academy Pty Ltd management meeting and filed in the continuous improvement register.

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