

## Complaints and Appeals Policy & Procedure

Inspiring Training Academy Pty Ltd take complaints and appeals from its stakeholders seriously. Inspiring Training Academy Pty Ltd follow a complaints and appeals process to provide a clear understanding of the steps involved to ensure all complaints and appeals are handled professionally and confidentially to achieve a speedy resolution.

The Complaints and Appeals process is open to all stakeholders. A complaint may be received about, but not limited to;

- Inspiring Training Academy Pty Ltd conduct
- Inspiring Training Academy Pty Ltd trainers and assessors and other staff.
- a third-party providing services on Inspiring Training Academy Pty Ltd behalf, it's trainers, assessors or other staff; or
- a student of the RTO.

An appeal may be received about a decision, including an assessment decision, made by Inspiring Training Academy Pty Ltd or a third-party providing services on their behalf.

All students will be provided with a copy of the Complaints and Appeals Policy and Process via the student VET handbook and is also available on the ITA website to ensure:

- all parties have a clear understanding of the steps involved in the Complaints and Appeals Policy
- students are provided with details of external authorities if required
- all complaints and appeals are managed fairly and equitably and as efficiently as possible

Inspiring Training Academy Pty Ltd will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation.

A complaint or appeal must be submitted in writing on the Complaints and Appeals Form. Inspiring Training Academy Pty Ltd will act on and begin investigating each complaint or appeal within 10 working days.

Each complainant/appellant will have an opportunity to formally present his or her case and be represented by a third party. Each complainant/appellant will be provided with a written statement of the outcome including reasons for the decision reached within 60 calendar days of the complaint/appeal being made. If Inspiring Training Academy Pty Ltd needs more time to resolve the issue, Inspiring Training Academy Pty Ltd will write to the complainant/appellant and explain why.

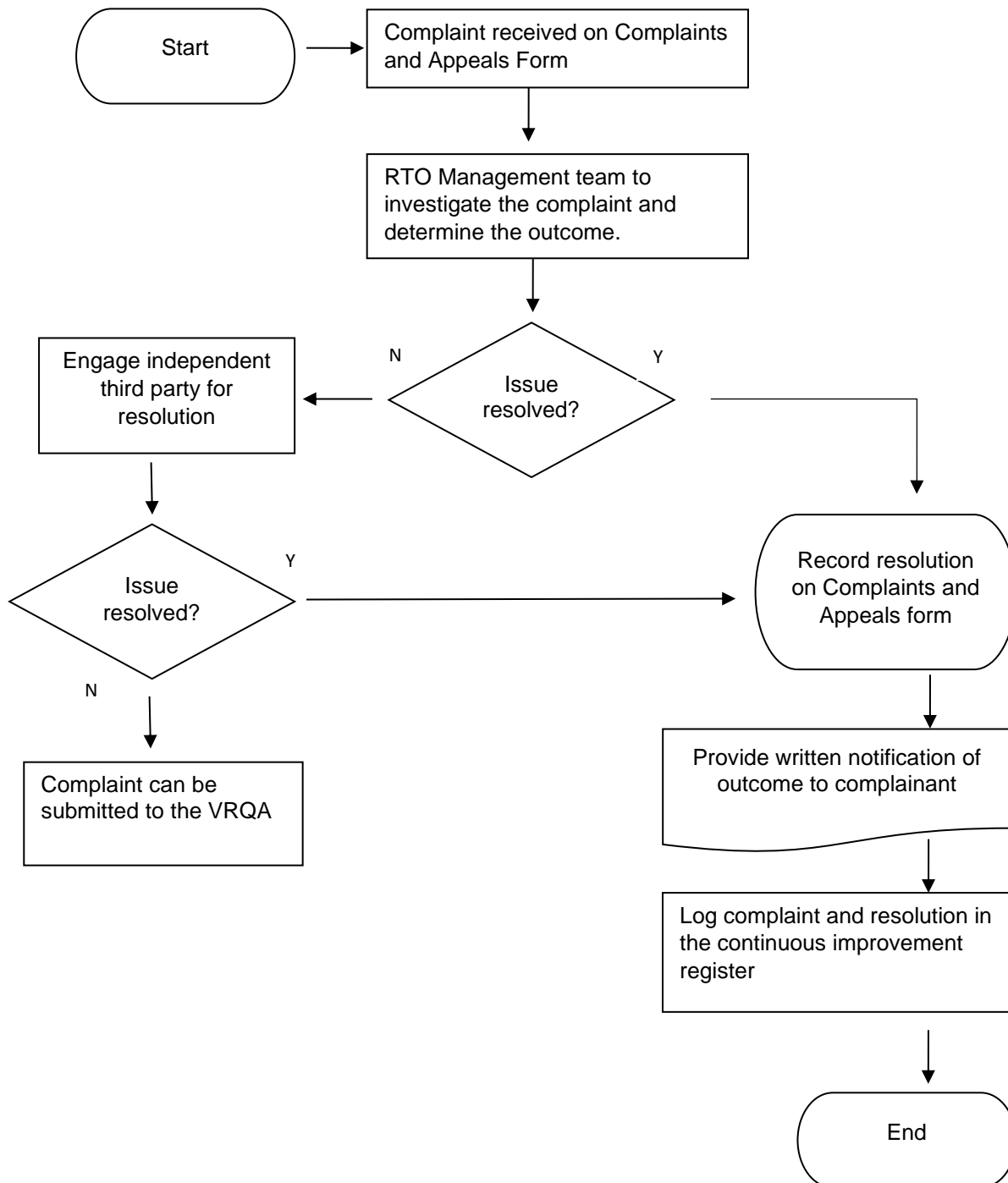
If after exhausting Inspiring Training Academy Pty Ltd complaints and appeals process an complainant/appellant is still not satisfied with the outcome Inspiring Training Academy Pty Ltd will engage a third party mediator. The cost is to be split 50/50 by Inspiring Training Academy Pty Ltd and the complainant/appellant.

If complainant/appellant is still not satisfied with the independent third-party mediator, the complaint can be lodged with the VRQA

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

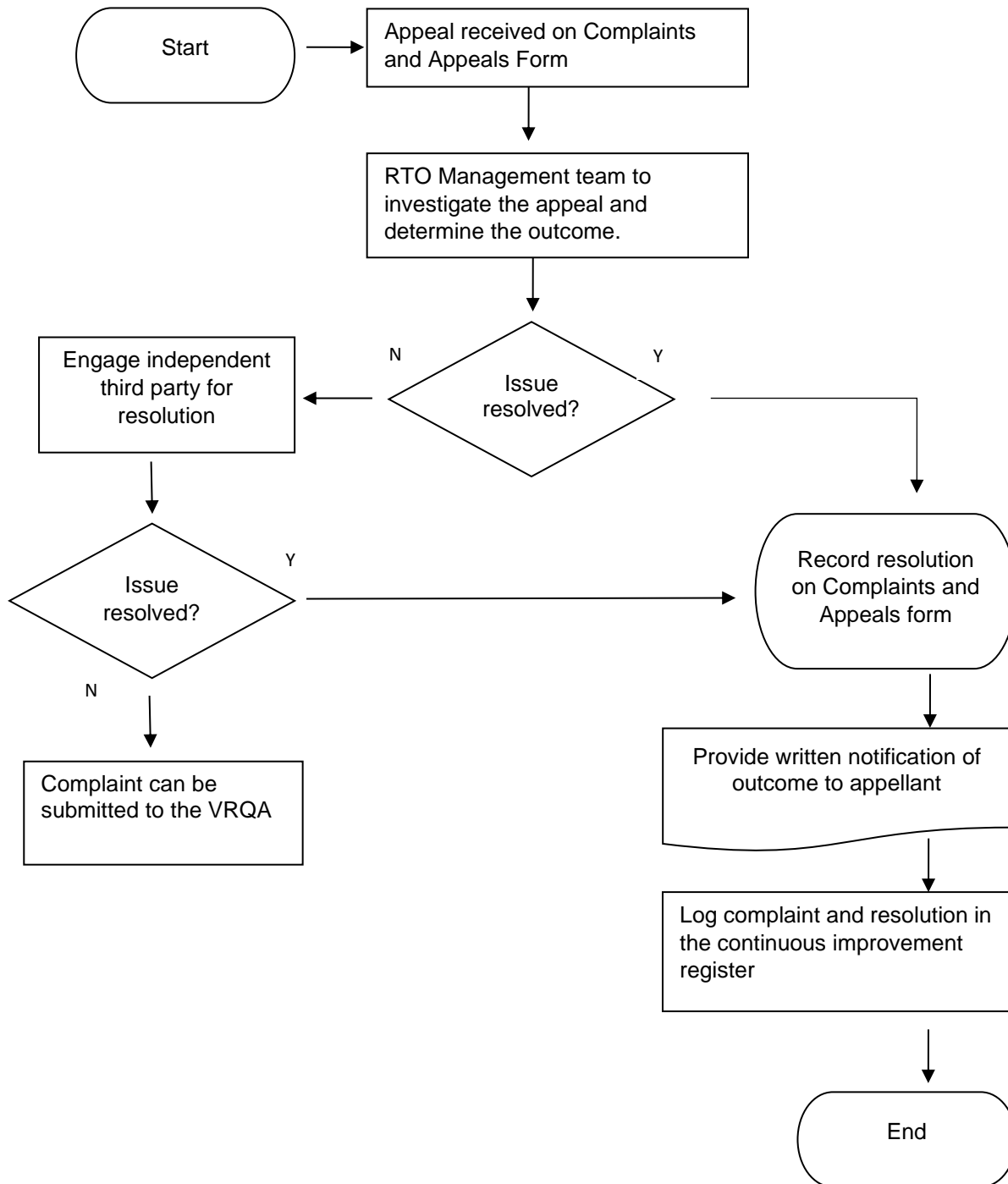
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## Complaints Process



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## Appeals Process



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