

36. Consumer Protection Procedure

Complaints arise when a stakeholder is dissatisfied with an aspect of Training Beyond 2000 Pty Ltd's services and requires action to be taken to resolve the matter.

Appeals arise when a stakeholder is not satisfied with a decision that Training Beyond 2000 Pty Ltd has made. Appeals can relate to assessment decisions but can also relate to other decisions. Stakeholders with either a complaint or an appeal have access to the complaints and appeals procedures.

Participants who are not satisfied with an **assessment outcome** should, in the first instance, raise this with their trainer, with a view to achieving a resolution.

Participants who are not satisfied with any other aspect of Training Beyond 2000 Pty Ltd's services should, in the first instance, raise their **complaint** with their trainer, with a view to achieving a resolution.

Should the matter not be resolved to the participant's satisfaction, the participant can make a formal written complaint or appeal, as relevant, to Carla Unicomb, the Director of Training Beyond 2000 Pty Ltd.

On receipt of a formal complaint or appeal, the Director, Training Beyond 2000 Pty Ltd or where this is not appropriate, the Operations Manager, Training Beyond 2000 Pty Ltd shall hear the complaint or appeal.

The complainant shall be given an opportunity to present their case to the Director/Operations Manager, Training Beyond 2000 Pty Ltd. The relevant staff member shall also be given the opportunity to present their case. This process must commence within **7 days** from the time the Director/Operations Manager receives written notice about the complainant's dissatisfaction with the response initially received to the complaint or the assessment outcome, as applicable.

After hearing the case from both parties, the Director or Operations Manager will make a decision regarding the complaint or appeal. The participant will be advised of the complaint or appeal outcome within **14 days** of the consideration of the matter.

In the case of an appeal about an assessment outcome, participants must submit the appeal in writing within **6 months** of receiving notification of the outcome of a specific assessment.

External Mechanisms - if the complainant is not satisfied with the decision, the Director will convene an independent panel to hear the complaint or appeal.



Training Beyond 2000 Pty Ltd

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If the process is taking longer than **60 days** from the complaint or appeal being received, the complainant will be notified in writing of the reason for the delay and kept informed about the progress.

If the complainant is not happy with the external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA) at www.asqa.gov.au.

For training programs funded under Smart and Skilled, participants should refer to the website at www.smartandskilled.nsw.gov.au.

All documentation relating to complaints or appeals should be archived for audit purposes.

Continuous Improvement - Training Beyond 2000 Pty Ltd will have regard to the nature, cause and outcome of any complaint or appeal in addressing continuous improvement.

This Consumer Protection Policy and Procedure is available on our website under the Admin/HR tab.

