

# Complaints Policy and Procedure



ABEX Institute of Training defines a complaint as the following:

**Complaint:** To make a complaint against a service, staff or fellow student at the institution

## **Compliant Process**

If you have a complaint regarding an ABEX Institute matter (we can't resolve workplace issues) ABEX encourages you to approach the person and/or trainer/assessor to discuss the situation first. Its best to resolve the issue where possible as soon as possible.

If this isn't possible as you may not be comfortable or able to, you will be fully supported in lodging a formal complaint.

All formal complaints must be submitted to the RTO Operations Manager in writing using the form provided or available on the website.

A formal acknowledgment of receiving your complaint form will be forwarded to you within 2 business days.

The RTO Manager will then assess the complaint, investigate and determine an outcome then advise the complainant in writing of the decision within 21 working days of lodging the complaint.

If your complaint is against a staff member or fellow student, ABEX is legally obligated to inform that person of the situation and interview them also.

During the complaint investigation you will:

- Continue coming to class unless otherwise directed
- Have the opportunity to present your case in writing and/or in a meeting
- If you are required for a meeting, you are advised and it is recommended, to bring a support person with you, of your choosing

At the conclusion of the investigation, the RTO Operations Manager will make a decision based on the investigation and notify all parties, in writing, of the outcome.

If you are not satisfied with the outcome, you may lodge an appeal, which will be managed by the Director of ABEX Training Group.

If you lodge an appeal, the process will be confirmed to you, in writing at the relevant time.

At any stage, you may withdraw your complaint without penalty.

If the decision is favorable, it will be documented and any changes to policy or processes will be made.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.