



# Veritas Training Group

## Complaints & Appeals Policy

Veritas Training Group treats all complaints & appeals with equal concern. Veritas Training Group has a procedure in place which deals with all appeals and complaints and are addressed, recorded and any unlawful activity is acted upon with the appropriate disciplinary action taken.

Complaints or Appeals may be made by either staff or students or external bodies that may have an interest in activities that Veritas Training Group may be interested in or concerned with. We encourage our staff and students to approach Veritas Training Group management with any concern. Verbal complaints may be acted upon rapidly and may be addressed at a local level. However, should any student or employee that may have a complaint/grievance or appeal requiring a more serious remedy, we invite the plaintiff to have the complaint/appeal addressed formally through our internal procedure.

Complaints and Appeals may include and are not limited to the following coverage.

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| ➤ Harassment or Discrimination   | Racism including discrimination and vilification                |
| ➤ Unfair and equitable treatment | Alcohol and Social Engagements                                  |
| ➤ Health and Safety              | Ethnic and ethno-religious origin or nationality                |
| ➤ Marital status                 | Sex or sexual preference (including transgender)                |
| ➤ Political Affiliation          | Sexual harassment of intimidating behavior                      |
| ➤ Equal Opportunity              | Vilification on the grounds of race, homosexuality and HIV/aids |
| ➤ Access and Equity              | Reasonable Adjustment or Assessment Outcome                     |
| ➤ Refunds and/or fees            | Enrolments and Admission to Training and Education Assistance   |
| ➤ Confidentiality                | Offensive or intimidating behavior (bullying)                   |

Any complaint or appeal is recorded on our quality systems register and is addressed promptly with appropriate action effected. Any item of a serious nature requiring law to be appropriated will be supported by Veritas Training Group. Should an item be considered unlawful, the appropriate action for an employee will be instant dismissal. Any course participant acting unlawfully or is involved in unlawful activity that may concern Veritas Training Group will be required to exempt Veritas Training Group of any concerned involvement and will be removed from their involvement with Veritas Training Group and authorities informed.

This Policy does not limit the right of any staff member or course participant to seek the advice and assistance of their union or professional association regarding a complaint or appeal. At any time during the process of us addressing an item, the individual will not be victimized because they have raised a complaint or are associated with an appeal or grievance.

A manual is available upon request by any individual seeking to lodge a seriously natured grievance. A raised grievance will be known as (the complainant) and the person against whom the grievance is made (the respondent). Both will receive appropriate information, support and assistance in resolving the grievance. Parties may bring a support person to any required interview of conciliation.

This Policy is written to demonstrate our commitment to resolving any appeal or complaint/grievance that concerns either staff or course participant. This policy and is supported by our Code of Conduct, Code of Practice, our EEO in Education and Workplace Practices Policy and Continuous Improvement Policy.

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