



Veritas Training Group

Complaints & Appeals Procedure

If you have a grievance or complaint about any of the following (and not limited to) - Campus, Venue, Trainer, Training, Course Materials, Industry Experience Provider, other Students, Administration Staff – please follow the procedures as outlined in the following:

- i. Advise your Trainer, Administration Officer, or Training Manager, promptly, of your grievance, complaint or incident/accident.
- ii. The staff member will provide you with a form to formally document your grievance, complaint or the incident.
- iii. The document will be followed up by the Training Manager (who will prepare a written report).
- iv. The Staff member that took your original comment shall confirm with you the action taking place and the Training Manager shall respond to you in regards of the action to be taken.
- v. You will be formally advised on the action taken by the Campus Manager in writing.
- vi. If you are not happy with the action taken or the process of your complaint/appeal, please contact our Managing Director at our head office, and we will review the decision or have an independent representative review your appeal.

Please report all incidents/accidents to your trainer, Administration Officer immediately.

Following are the categories of complaints, grievances/appeals and incidences and the procedures that apply.

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a. Minor Complaints/Appeals

Minor complaints will be dealt with by the Trainer or Staff, if:

- they are simple.
- they can be settled immediately.
- the participant is immediately satisfied.

Regardless, all complaints will be reported to the Training Manager by the Trainer or Administration Staff.

b. Complaints/Appeals

Campus complaints will be referred immediately to the Training Manager who:

- Contacts the complainant immediately.
- Gathers all details.
- Advises the complainant of prompt action.
- Contacts other relevant parties (trainers, employees, etc).
- Resolves the issue to the satisfaction of the complainant.
- Writes a letter confirming the resolution, if appropriate.
- Records all details on the Systems Report.
- Places the complaint on the management meeting agenda.
- Ensures that further corrective and preventive actions (such as re-training of staff, change of procedures) are carried out.

c. Major Complaints

Major complaints will be referred immediately to the Managing Director. The Managing Director will assist the Training Manager to:

- Contact the complainant immediately.
- Gather all details.
- Reassure the complainant of prompt action.
- Contact other relevant parties (trainers, employees, etc).
- Resolve the issue to the satisfaction of the complainant.
- Write a letter confirming the resolution, if appropriate.
- Record all details on the Systems Report.
- Place the complaint on the management meeting agenda.
- Ensure that further corrective and preventive actions (such as re-training of staff, change of procedures) are carried out.

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