

Purpose

This policy outlines the procedures for managing complaints and appeals to ensure fairness, transparency, and timely resolution for all students enrolled in courses at K & T Training & Assessing Pty Ltd.

1) Complaints Management

Scope

This section applies to any complaint regarding training, assessment, staff conduct, facilities, or services provided by K & T Training & Assessing Pty Ltd.

Policy Statement

K & T Training & Assessing Pty Ltd is committed to addressing complaints promptly, fairly, and confidentially. All complaints will be handled professionally.

Procedure

1. *Lodging a complaint:* Complaints must be submitted in writing to the trainer or emailed to admin@kttrainingassessing.com.au. Include details of the issue, date, and any supporting evidence.
2. *Acknowledgement:* The complaint will be acknowledged in writing within 3 business days of lodgement.
3. *Resolution Process:* An impartial staff member will investigate and address the complaint through discussions with relevant parties and prompt action to resolve the issue. Resolutions will be communicated verbally where possible, ensuring the complainant understands the outcome and next steps.
4. *Escalation:* If the complainant is dissatisfied, they may escalate the matter to an external body, such as the Australian Skills Quality Authority (ASQA).

2) Appeals Management

Scope

This section applies to appeals against assessment decisions made by K & T Training & Assessing Pty Ltd.

Policy Statement

K & T Training & Assessing Pty Ltd is committed to ensuring that all appeals are handled fairly, consistently, and aligned with national training standards.

Procedure

1. *Lodging an appeal:* Appeals must be submitted in writing within 10 business days of receiving the decision. Appeals can be emailed to admin@kttrainingassessing.com.au or submitted to the course trainer.
 2. *Acknowledgement:* The appeal will be acknowledged in writing within 3 business days of lodgement.
 3. *Review Process:* An independent assessor will review the original decision, including all relevant evidence and assessment criteria.
 4. *Outcome Notification:* A written outcome will be provided within 10 business days of the appeal being acknowledged.
 5. *Further Action:* If the appellant is not satisfied with the outcome, they may seek further review through an external body, such as ASQA or SafeWork NSW.
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Confidentiality

All complaints and appeals will be treated confidentially. Information will only be shared with those directly involved in the resolution process.

Contact Information

For any questions or to lodge a complaint or appeal, please contact:

Email: admin@kttrainingassessing.com.au

Phone: 0428603046