



# ALBRIGHTON & CONSULTING TRAINING SERVICES

## Complaints and Appeal Policy

Albrighton Consulting is committed to providing a learning environment in which customer complaints and appeals are responded to in a constructive and timely manner.

The policies and procedures ensure that:

- Each complaint and appeal is recorded in writing.
- Outcomes are recorded in writing.
- Each appeal is heard by an independent person or panel.
- Each appellant:
  - has an opportunity to formally present his or her case; and
  - receives written advice of the outcome including reasons for the decision.

### Complaints procedure

In the event that a student has a complaint concerning any matter in relation to the training, or with Albrighton Consulting, the student will:

1. Speak directly with a representative to resolve the problem. (call **08 8186 3600** )
2. If the student cannot speak to the person concerned, they should direct the matter in writing to the designated representative.
3. If the problem has not been resolved to the students satisfaction or they feel they are unable to approach the facilitator or representative, they should notify the National Manager within 21 days. (call **08 8186 3600** )
4. The National Manager will respond within a further 21 days.
5. If the complaint is still unresolved, the student will be advised of external organisations that may assist (e.g. Department of Fair Trading or the relevant government department including the Training Advocate).

### Assessment appeals procedure

If you are not satisfied with the result of your assessment, you may appeal against the decision by following the steps below:

1. Notify the facilitator within 21 days of learning of the result of the assessment. You can [submit a Facilitator Query](#) or use the form included in your welcome kit.
2. Complete the [Complaints and Appeal Form](#), and return it to Albrighton Consulting, either via email to [kirra@albrightonconsulting.com.au](mailto:kirra@albrightonconsulting.com.au) or via post to PO Box 73, Seaford Rise, 5169.



3. The Facilitator Coordinator will organise a review of the assessment and will advise you of the findings of the review.
4. If the matter is still unresolved, the National Manager will be notified and will provide the student with a written statement of outcome within a further 21 days.
5. If the appeal is unresolved, you will be advised of external organisations that may be able to assist including the Training Advocate. The Training Advocate responds to questions or concerns about the vocational education and training system in South Australia and can help by providing information about vocational education and training, investigating complaints or referring them to another authority and assisting the State Government to improve the training system.

**Located at**

55 Currie Street

Adelaide SA 5000

**Phone** 1800 006 488            1800 006 488

**Web** [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

**Mail to**

Training Advocate

GPO Box 320

Adelaide SA 5001

6. If a face to face meeting is required, you are able to have a person of your choice, attend as a support for you during the meeting. If via phone, a teleconference between you, your support person and the national Manager can be arranged.