

At Modular Training we are committed to providing a pleasant and safe work environment for all employees, clients and visitors. We acknowledge, however, that things do not always go smoothly and that employees and clients can sometimes feel aggrieved about things that are happening. An employee may have a complaint and/or appeal about a decision, behaviour, act or omission (whether by management or other staff) that they feel is unfair, discriminatory or unjustified; and a client may have a complaint and appeal about information or service with which they have been provided.

This policy provides a procedure by which an employee or client may have their complaints and/or appeals addressed.

The following are the key elements of the Modular Training complaints and appeals handling procedure:

- *Impartiality* – If a complaint and/or appeal is made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the investigation is complete. If a complaint is made against an employee, their rights will be protected, and they will be given an opportunity to give their side of the story.
- *Confidentiality* – The complainant and/or appellant may feel confident that Modular Training will maintain the level of confidentiality that the situation requires.
- *Victimisation* – Management will make every endeavour to ensure that a complainant and/or appellant is not victimised in any way. If any form of victimisation does occur, appropriate action will be taken.
- *Timeliness* – Each complaint and/or appeal will be dealt with immediately and finalised within as short a time period as possible. Every endeavour will be made to ensure that all complaints are finalised within two weeks.

If a student has an unresolved complaint, they need to submit it to the Managing Director in writing within 21 days of the occurrence. Should the process be longer than 60 days Modular Training will provide details as to why this has occurred along with a timeline for the completion of the process to all parties of the complaint

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