



Complaints and Appeals Policy

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing:
 - description of the complaint or appeal
 - state whether they wish to formally present their case
 - steps taken to deal with the complaint or appeal
 - what they would like to happen to fix the problem and prevent it from happening again.
4. The student must submit the complaint to matt@qsb.edu.au. Management will commence the process of complaints resolution within 48 hours of receipt of the complaint with a response/resolution to be presented to all parties within 30 days.
5. Should the issue still not be resolved to the student's satisfaction, QSBC will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
6. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.
7. If the student is still not happy with external mediation, he / she may take his / her complaint to the Queensland Training Ombudsman.
8. All documentation relating to complaints or appeals should be archived for audit purposes.

Appeal period

The appeal period for issues related to assessment will be a maximum of one (1) month after the record of outcome of the particular assessment is issued to the client.