

Complaints and appeals policy

January 2015

In the event that there is a complaint made about one of the training company's activities, or against a person working on its behalf, Workspace Training will treat it seriously and aim to resolve the matter as quickly and fairly as possible.

If Workspace Training believes that a complaint or appeal will take longer than 60 days to resolve, the complainant will be advised in writing on the reasons for the delay and will be regularly updated on the progress of the matter.

The complaint resolution procedure is as follows:

1. The complaint should be reported as soon as possible to the CEO, where it will be entered into the Complaints Register.
2. Each party involved will be interviewed by the CEO.
3. After listening to all parties, a decision will be made by the CEO on the best way to resolve the problem, and all parties will be notified of the outcome in writing, including reasons for the decision made.
4. The decision and any follow-up action will be recorded in the Complaints Register.

If the complainant is unhappy with the decision, they may appeal to an independent person mutually agreed upon between the parties. If any costs are involved in engaging an independent person, these will be discussed by all parties prior to the arrangement being made.

Any complaint found to be substantiated will be rectified promptly by Workspace Training.