



Grievance, Complaints and Appeals Policy and Procedure

Policy

Triscott Educational Services provides a process for complaints and appeals to be heard and actioned.

This includes any allegations involving the conduct of:

- Triscott Educational Services, its trainers, assessors and/or other staff
- a third party providing services on Triscott's behalf; its trainers, assessors or other staff; or
- a Triscott Educational Services' student.

All complaints and appeals received by Triscott Educational Services will be viewed as an opportunity for improvement.

Despite all Triscott Educational Services' efforts to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following procedures provide students and clients with an opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached - that attempt to satisfy all parties involved. The complaints and appeals process will be at no cost to the student or client - unless referred to a third party.

Procedure

The complaints and appeals policy and procedure and applicable form are made available to all students, potential students, and clients by direct contact with Triscott Educational Services, through the Triscott website, and within the student information handbook.

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