

## Purpose

The purpose of policy is to ensure that when learners or clients (past or present) lodge a complaint or appeal with Transqual, that they are addressed in a fair, equitable, confidential and timely manner.

## Scope

This policy affects all Transqual Pty Ltd employees, contractors and partners involved in receiving, responding to or resolving learner and/or employer complaints or assessment appeal decisions.

The following were considered in the development of this policy:

- Standards for Registered Training Organisations (RTO's) 2015
- State and Territory User Choice contractual obligations and guidelines
- Transqual's Access and Equity Policy

## Policy

Transqual Pty Ltd is committed to maintaining a supportive and fair training and assessment environment thereby allowing learners or clients to make formal complaints or appeal assessment decisions. All complaints or appeals will be acted on and addressed in a fair, equitable, confidential and timely manner.

A Complaint is when a client or learner informs Transqual that they are not satisfied with an aspect of our service and request a resolution.

An Appeal is when a learner is unsatisfied with a decision that has been made (usually, but not limited to, assessment competency, not competent outcome).

All complaints and appeals are resolved using a formal process and all learners or clients will have their concerns heard and dealt with, without repercussion or discrimination to the quality of services provided to them by Transqual. (Appeals must be made within 28 days of the final assessment outcome). If required, the process can be extended to include a third party to provide impartial ruling on the resolution. All complaints and appeals must be processed and finalised no later than 60 calendar days whereby Transqual will inform the learner or client in writing as to why more than 60 calendar days are required.

Each complaint or appeal is recorded and formally documented. All details pertaining to the person making the complaint or appeal, any investigation involved and any resolutions will remain private and confidential.

The aim of this policy and related procedures is to ensure that all complaints and appeals reach a satisfactory outcome for all parties within a sufficient timeframe, and that any improvements raised during the process are assessed and, if required implemented in order to prevent any future issues for other learners or clients.



**Peter McCloy**  
Chief Executive Officer