

## Complaints and Appeals Policy

### Overview

This policy ensures that all learners and clients are able to formalise a complaint or appeal regarding training and assessment conducted by ROI Institute Australia..

### Policy

All participants and clients will be informed about the complaints and appeals policy prior to commencing training with ROI Institute Australia. ROI Institute Australia will treat all complaints professionally and confidentially. ROI Institute Australia will ensure all parties have a clear understanding of the steps involved in the complaints and appeals procedure.

All clients will be informed of third party avenues available for making complaints.

ROI Institute Australia will follow the complaints and appeals procedure and attempt to resolve the issue within 28 days of initiation.

Clients may raise matters of concern relating to training delivery and assessment, the quality of the training, discrimination, sexual harassment and other issues that may arise.

The policy provides an avenue for most complaints to be addressed. Participants who feel an assessment decision was unfair or incorrect may choose to lodge an appeal of the decision and ROI Institute Australia will follow up using this policy and procedure.

ROI Institute Australia will encourage the parties involved to approach a complaint or appeal with an open mind and attempt to resolve problems through discussion and conciliation.

Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

### Associated Documents:

Complaints & Appeals Record  
Complaints & Appeals Procedures