

Complaints and Appeals Policy

Outsource Institute (AUS) believes that all complaints (academic and non-academic) and appeals should be dealt with promptly and fairly and that the method of dealing with these complaints should be clear and readily available to students and others who may have concerns. Outsource Institute (AUS) treats all complaints and appeals seriously and includes them in its Continuous Improvement process. As a student, you are entitled to lodge a complaint if you disagree with a decision regarding an assessment outcome. However, we encourage you to speak with your trainer and assessor in the first instance.

Scope

This policy relates to matters including, but not limited to:

- training and assessment
- student progress
- administrative errors
- behavioural misconduct
- non-payment of fees
- matters relating to a person's application for study
- the management of personal information
- general concerns regarding the actions of Outsource staff, contractors or other worker engaged by Outsource

Actions

Outsource Institute (AUS) will:

- deal with all complaints and appeals fairly, efficiently and effectively;
- make available its Complaints and Appeals Policy;
- maintain confidential records for all complaints, appeals and outcomes;
- review these records as part of its Continuous Improvement processes.

Contact

Should you wish to lodge a complaint or appeal a decision please contact Outsource Institute (AUS)

By email:

info@outsourceinstitute.com.au marked **Attention: Managing Director**.

By Mail:

Managing Director
Outsource Institute (AUS)
MBE 119/7 Clunies Ross Court
Eight Mile Plains Qld 4113