

<b>Issue Date:</b>	August 2013
<b>Version:</b>	1.0
<b>Scheduled Review:</b>	August 2014
<b>Authorised By:</b>	General Manager
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## Quality Manual Policy – QPOL54

### Training Complaints and Grievance

#### Objective

Australia Wide First Aid (AWFA) confirms its commitment to meeting the ASQA standards relating to the Complaints and Grievances of students.

Australia Wide First Aid aims to address issues pertaining to learning and consulting services as soon as they arise so as to avoid further disruption or the need for a formal complaint.

1. If participants have a complaint/grievance about any aspect of the program or service, they are encouraged to speak immediately with the facilitator in order to resolve the issue/concern.
2. If the participant is not satisfied that the issue/concern has been appropriately addressed or resolved by the facilitator, a Continuous Improvement Request form should be completed outlining the details of the complaint/grievance. This form should then be forwarded to the General Manager or Nominee who shall consult with the participant. (Timeframe: within 1 week).
3. If the General Manager or Nominee cannot resolve the issue/concern, it shall be referred to a Complaint/Grievance Panel, consisting of the CEO or Nominee, Facilitator and the appropriate Industry representative. The outcome is to be recorded on the Continuous Improvement Request. (Timeframe: within 2 weeks).

#### DOCUMENT: