

REALISE TRAINING GROUP

Where qualifications meet real life success

Complaints & Appeals Policy

Policy Statement

Realise Training Group is committed to managing complaints and appeals fairly, respectfully, and efficiently. We believe everyone has the right to raise a concern and have it handled with natural justice, procedural fairness, and professionalism.

Purpose

This policy ensures learners, clients, and stakeholders have a clear and accessible way to raise concerns, confidence that matters will be taken seriously, and a fair process for resolution.

Our Commitment

Realise Training Group commits to:

- Making the complaints and appeals process publicly available
- Acknowledging all complaints and appeals in writing
- Managing matters promptly and objectively
- Facilitating an independent review if required
- Maintaining secure and confidential records
- Using feedback to improve services and systems

How to Lodge a Complaint or Appeal

Complaints or appeals must be submitted in writing. They may be lodged by writing directly to the CEO or by completing the Realise Training Group Complaints & Appeals Form (available on the website)

What Happens Next

1. Acknowledgement is provided within 5 business days.
2. Resolution is sought within 20 business days.
3. If more than 60 days is required, progress updates will be provided.
4. An independent review may be facilitated if required.
5. Outcomes are documented and corrective actions implemented.

Continuous Improvement

All complaints and appeals are recorded in a secure register and reviewed regularly to identify trends, address risks, and improve service delivery.

Confidentiality & Fairness

All matters are handled confidentially. No person will be disadvantaged for raising a complaint or appeal, and decisions are made objectively and without bias.



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Need Help?

If you are unsure whether your concern is a complaint or an appeal, or require guidance before submitting, please contact Realise Training Group for assistance.

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