



SCRIPTURE UNION QUEENSLAND
ACN 009 669 569 ABN 74 009 669 569
Registered Charity No. 1261

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COMPLAINTS & APPEALS POLICY

From time to time, an individual may have a complaint or would like to lodge an appeal in relation to their experiences while associated with Scripture Union Queensland (SU QLD Training) as a Registered Training Organisation (RTO).

Complaints may arise from a student, a prospective student, an employer, a workplace supervisor, or member of the community in relation to the training services provided, including the conduct of training staff. A complaint may also be raised from an individual, such as a parent, young person or member of the community not directly associated with the training services provided but in relation to the conduct of an enrolled student. At times a student may seek to appeal a decision made in relation to their training experiences, such as assessment results, skills recognition or fee payment related issues.

While these occasions may be isolated, SU QLD Training is keen to address issues and concerns as soon as possible through appropriate mechanisms. We believe that relationships matter tremendously, and, therefore, we want to encourage those individuals with complaints or appeals, and those about whom such complaints or appeals are made, to work these matters through in a way that positively addresses the issues and, where possible and appropriate, restores relationships and confidence in the training services provided. The intention is to emphasise positive outcomes, focussing on resolution that works towards a rapid re-establishment of good working relationships, and based on the principle of fairness to all involved.

We encourage any individual who may have a complaint or wish to appeal a decision to contact SU Qld Training staff. For existing students, we encourage them to speak directly with their Trainer, other Training Staff or the Training Manager. Should a student have hesitations about discussing their concerns with any Training Staff, they should advise the SU QLD Training Manager, who can advise them of the correct person within SU QLD to discuss their concerns or an appropriate party independent of the RTO (where the processes may fail to resolve).

All individuals wishing to make a complaint or lodge an appeal, including students, can do so by completing the online form below; or by contacting our Training Staff on the phone 07 3112 6400.

Contact via this form will be acknowledged in writing and the matter resolved as soon as practical.