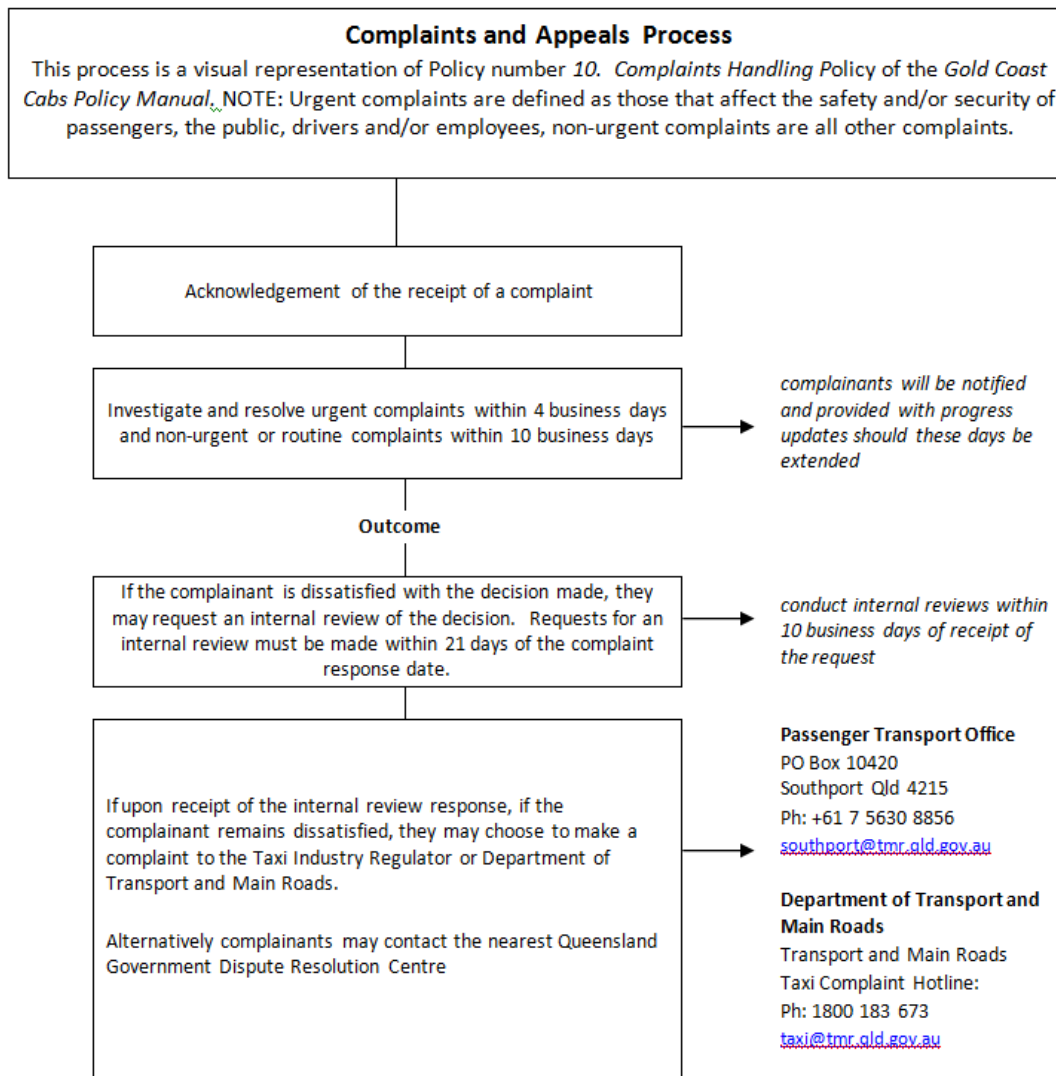


Complaints and Appeals - RTO 32349

Students who feel that they have a genuine complaint have the right to a fair hearing at which they may state their concerns. Gold Coast Cabs will treat all complaints and appeals in confidence, involving only those who need to know, and only with the complainant's permission.

If students are dissatisfied with any aspect of the course they are undertaking they should first informally discuss it with their trainer / assessor, or if this is not appropriate with the Training Coordinator.



Appeal an Assessment Decision

Students who do not agree with the result of an assessment may lodge the appeal on the relevant document (complaint form) within four weeks of obtaining the initial assessment result. Complaint forms are available from the assessor or reception of Gold Coast Cabs.

The assessment will be reviewed by the assessor with the student clarifying why decisions were made and the trainee's reason for grievance. If a satisfactory resolution cannot be reached, the learner should fill out the complaint form. The appeal will be assessed by the Manager, HR & Training and if necessary the Chief Executive. A written statement of the result of the appeal will be issued to the student.