

Ballistic Training Solutions has a defined complaints and appeals process that will ensure learners' complaints and appeals are addressed effectively and efficiently.

Ballistic Training strives to ensure that each Student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all Students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Complaints Procedure

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Ballistic Training Solutions. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Ballistic Training management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Ballistic Training management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the Ballistic Training Solutions continuous improvement procedure.

It is the responsibility of Ballistic Training management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting Students with the complaints procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the Student may contact a third party representative to review the details of their complaint and the handling and outcome of the process with Ballistic Training Solutions.

Ballistic Training Solutions utilises the Australian Council for Private Education & Training (ACPET) as a provider of Third Party Support Services to students clients as part of its Association.

Further Details is available via the ACPET website located at: <http://www.acpet.edu.au/contact/> or via toll free phone at 1800 657 644.

Following engagement of a third party, if the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the Student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:
Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Sydney NSW 2001

Or via email to: complaints.team@asqa.gov.au

Appeals

The Ballistic Training Solutions appeals process is concerned with a Student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the Student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the Student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the Student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to Ballistic Training Solutions for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessors re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a Student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Ballistic Training management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting Students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the complaint & Appeal after following and exhausting the complaints and appeals procedure, the Student may contact a third party representative to review the details of their appeal and the handling and outcome of the process with Ballistic Training Solutions.

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Following engagement of a third party, if the student is still not satisfied with the resolution of the complaint/appeal after following and exhausting the complaints/ appeals procedure, the Student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:
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Australian Skills Quality Authority
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Sydney NSW 2001

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