

# **Regional Transport Training Services Pty Ltd**



## ***Complaints, Grievances and Appeals Policy***

All complaints and grievances regarding either the tuition or assessment process used by Regional Transport Training Services Pty. Ltd. will be initially dealt with internally by the Managing Director and Company Secretary.

Every effort will be made to resolve the complaint or grievance whilst ensuring the process is always fair and respects the student's privacy and right to formally present their case.

Any such complaint or grievance will be heard within (7) seven days of the student initiating it, and Regional Transport Training Services Pty. Ltd. will provide a decision within (7) seven days of the hearing being completed.

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## ***Complaints, Grievances and Appeals Policy... continued***

Any complaint or grievance hearing will be recorded in writing and a written copy of the outcome of the hearing will be given to the student detailing reasons for the decision.

If the above process still cannot resolve the issue, the student will be able to appeal to either:-

- Transport SA, Driver Development Section for all students undertaking Heavy Vehicle Driving Training.
- Department of Administrative and Information Services, Workplace Services Branch, for all students undertaking load shifting training.

These Departments will provide an independent forum for students.