



## Complaints Policy

Raines Resources has a fair and equitable process for dealing with student complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of Raines Resources Policies and Procedures Complaints & Appeals. [www.rainesresources.com.au](http://www.rainesresources.com.au)

### Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by Raines Resources CEO/Training Manager or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.



- If the complaint will take in excess of 60 calendar days to finalise Raines Resources will inform the complainant in writing providing the reasons why more than 60 calendar days are required.

The complainant will also be provided with regular updates on the progress of the complaint.

- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

### **Lodging a Complaint**

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer /assessor /CEO /Training Manager.

The student completes a Complaints Form to commence the process. For further information, refer to Raines Resources Policies and Procedures – Complaints & Appeals on the Raines Resources website [www.rainesresources.com.au](http://www.rainesresources.com.au)



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## Complaints & Appeals Form

Name:

Date:

Nature of Complaint:

Location:

Involved Person/s:

Supply details below

Signature:

Attach additional pages as required.