



Complaints and Appeals Policy

Purpose

Raines Resources is committed to providing a fair, transparent, accessible, and responsive process for managing complaints and appeals.

This policy ensures that all complaints and appeals are:

- acknowledged promptly;
- managed professionally, confidentially, and impartially;
- resolved fairly and efficiently;
- subject to procedural fairness and natural justice principles; and
- used as an opportunity for continuous improvement.

Scope

This policy applies to:

- current, former, and prospective learners;
- employers and workplace supervisors;
- staff, contractors, trainers, and assessors;
- third parties delivering services on behalf of Raines Resources; and
- any stakeholder interacting with Raines Resources.

Complaints and appeals may relate to:

- training delivery;
- assessment processes or outcomes;
- administrative decisions;
- learner support services;
- staff conduct;
- discrimination, harassment, or unfair treatment;
- fees and refunds;
- third-party service delivery; and
- any decision made by Raines Resources affecting a learner or stakeholder.



Raines Resources Pty Ltd - RTO 46582

Phone: 08 6319 5300
Mon - Sun: 7:00 am - 9:00 pm

Suite 12, Risely Corporate Centre
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info@rainesresources.com.au



Complaints and Appeals Policy

Definitions

Complaint

A complaint is an expression of dissatisfaction regarding services, conduct, decisions, or operations of Raines Resources, its staff, learners, or third-party representatives.

Appeal

An appeal is a formal request for reconsideration of a decision made by Raines Resources, including assessment outcomes, administrative determinations, or disciplinary actions.

Procedural Fairness

Procedural fairness means ensuring all parties have the opportunity to present their case, decisions are unbiased, and outcomes are based on evidence.

Natural Justice

Natural justice requires impartial decision-making and the right of all parties to be heard.

Policy Principles

Raines Resources will ensure that complaints and appeals processes are:

Accessible

Information about this policy is publicly available through:

- Student Handbook
- Website
- Enrolment documentation
- Staff induction materials

Fair and Impartial

All matters will be handled objectively, without bias or victimisation.

Confidential

Information will only be shared with individuals directly involved in resolution.

Timely

Reasonable and clearly communicated timeframes will apply.

Upskill today
with Raines Resources

Our training and licensing services are led by Alan Raines, a seasoned expert with over 30+ years of hands-on experience in the construction, transport, and mining industries.



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