



Complaints & Appeals Procedure Flow Chart

For any problems or difficulties: Client has complaint or appeal Trainer documents grievance in Discuss the complaint or appeal with the relevant complaints and appeals register Trainer or another Edway Training representative. Informal Complaint Trainer attempts to resolve the issue through Trainer documents actions in complaints and appeals register discussion and conciliation. Trainer documents resolution in Unresolve Resolved complaints and appeals register National Training Manager/CEO Complaint or appeal is raised formally with the documents grievance in complaints National Training Manager or CEO and appeals register Formal Complaint National Training Manager/CEO interviews all National Training Manager/CEO documents actions in complaints parties and attempts to reach a suitable resolution. and appeals register National Training Manager/CEO documents resolution in complaints Unresolve Resolved and appeals register. National Training Manager/CEO External and independent mediation is sought. **External Mediation** documents Participants option for The Participant is provided with information and external mediation in complaints options about how to pursue the matter further. and appeals register. If you are still not satisfied call the Department of Fair Trading or Contact the Vocational **Education Accreditation Body in your State** National Training Manager/CEO documents resolution in complaints and appeals register. Resolved