



# COMPLAINTS & APPEALS POLICY

## COMPLAINTS & APPEALS

The first step in circumstances where a client service issue needs to be resolved, is for the client to discuss the issue with their trainer or representative that the complaint/appeal is with, to attempt to resolve the matter.

If the issue is unable to be resolved locally with the local Icon Training Academy representative, Icon Training Academy must be notified in writing of the complaint/appeal to allow Icon Training Academy to commence formal procedures. In such cases, this form is to be submitted with any additional supporting evidence **within ten (10) days** and managed in accordance with the Icon Training Academy Complaints and Appeals Procedure as documented in the Icon Training Academy Student Handbook.

The student is asked to detail below the nature of the complaint/appeal, including dates and times. Once the Complaints and Appeals Form is completed it must be sent to [reception@icontraining.com.au](mailto:reception@icontraining.com.au). In accordance with the Complaints and Appeals process, Icon Training Academy Compliance will contact the client within the stipulated time-period (14 days). Once a decision is made, all parties will be contact and advised of the outcome. If you are not satisfied with the outcome from the proceedings you may escalate the matter to the identified parties in the Policy and Procedure contained in the Icon Training Academy Student Handbook.

If more room is required, please type electronically and attach with this form.

# COMPLAINT/APPEAL FORM

**DATE OF COMPLAINT/APPEAL**

**STUDENT DETAILS**

Name

Email

Phone Number

**TRAINER DETAILS**

Name

Email

Phone Number

**DETAILS OF COMPLAINT/APPEAL**

Name of Student

Signature

Date Signed

# COMPLAINT/APPEAL FORM

## MANAGEMENT OUTCOME

The management team member that has conducted the investigation is required to provide an overview of the information collected during this process. Please attach the notification sent to the complaint and file in the Complaints Folder and the Student's Folder.

Name of Case Manager	Signature	Date Signed

**PLEASE COMPLETE AND SEND THIS FORM TO [RECEPTION@ICONTRAINING.COM.AU](mailto:RECEPTION@ICONTRAINING.COM.AU)  
OR CALL 1300 426 626 FOR UPDATES ON YOUR COMPLAINT OR APPEAL.**



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TRAINING ACADEMY · RTO: 32126



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