

Complaints and appeals

At StaySafe Industry Training, we are committed to resolving complaints fairly, respectfully, and as quickly as possible.

1. Try to Resolve the Issue Informally First

- If you have a concern or complaint, please first speak with your **trainer, assessor, or admin staff**. Many issues can be resolved through **informal discussion or mediation**.

2. If Not Resolved – Submit a Formal Complaint or Appeal

- If the issue can't be resolved informally, you can submit a formal complaint or appeal by either:
- Completing the **Complaints and Appeals Form** (link below), or
- Emailing us at contact@staysafeindustrytraining.com.au

3. What Happens Next

- The **Chief Executive Officer** or a **delegated staff member** will begin the internal review process **within 10 working days** of receiving your complaint.
- You will be given the chance to **present your case**, either in a meeting or by phone.
- You may have a **support person** with you during the meeting.
- A written summary (**minutes**) of the meeting will be recorded and signed by all parties.
 - A copy will be saved on the **Complaints and Appeals Register** and your **student file**.

4. Timeframe for Resolution

- We aim to resolve all complaints and appeals **within 20 working days**, and sooner if possible.
- If it looks like it may take longer than 20 days, we'll let you know in writing and explain why.

5. Outcome and Follow-up

- Once a decision has been made, you will be **notified in writing**, including:
 - The outcome
 - The reasons for the decision
 - Any actions that will be taken
- The outcome will be recorded in our Complaints and Appeals Register and your student file.

6. If You're Not Satisfied with the Outcome

- If the internal process does not resolve the issue in your favour, and you remain dissatisfied, you can:
- **Lodge an external appeal** with **Mediation Australia**, or
- Follow the external appeals process (details provided below)

7. If the Outcome Supports the Student

- If your complaint or appeal is successful (either internally or externally):
- We will **immediately implement the outcome**,
- **Record it** in the Complaints and Appeals Register, and
- **Let you know** what action has been taken.
- We also review every complaint or appeal to identify any **root causes** and take steps to **prevent similar issues** from happening again.

If you are **not satisfied with the outcome** of your formal complaint or appeal after completing our internal process, you can choose to take your concerns further through an **external appeals process**.

Before You Begin:

- You must first complete the **internal complaints and appeals process**.
- Your **enrolment will be maintained** during both internal and external appeal processes.

Step 1: Mediation

If your internal complaint is **not resolved in your favour**, you can contact:

Mediation Australia

Ann Street, Brisbane QLD 4000
1300 267 268
mediationaustralia.com.au

- Mediation is a voluntary process where an independent person (a **mediator**) helps both parties reach a mutual agreement.
- The **mediator does not make a decision** — they help guide the discussion.
- **No legal action** is involved.
- Both parties share the cost of mediation **50/50**.
- You stay in control of the outcome — agreements are made by you, not enforced by the mediator.

Step 2: Formal External Complaint (if still unresolved)

If mediation does not resolve the issue, you can make a formal complaint to one of the following:

Queensland Training Ombudsman (for all students):

You can submit a complaint:

- Online: trainingombudsman.qld.gov.au
- Email: info@trainingombudsman.qld.gov.au
- Phone: **1800 773 048**

Translation and interpreter services are available if needed.

Support from StaySafe

If you need help at any stage of this process, please contact us:

- **Chat:** Available via our website
- **Phone:** 0432 296 834
- **Email:** contact@staysafeindustrytraining.com.au
- We're here to support you every step of the way.