

## Complaints and appeals



St John Ambulance Australia (SJAA) is committed to ensuring that we deliver a fair and equitable service to all of our clients. If at any time during your dealings with us you have any concerns about training, assessment or service we encourage you to:

### For participants

1. In the first instance, participants are encouraged to discuss the complaint, appeal, concern or grievance with the trainer of the course in which they are enrolled.
2. Failing satisfactory resolution of the grievance with the trainer, the student may lodge a written complaint or appeal with the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).

### For other clients

1. Where a complaint is raised by anyone other than a student about the policies, procedures, services or products offered by SJAA, the person may lodge a written complaint with the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).

## Complaints pertaining to a SJAA RTO Partner

### For participants

1. In the first instance, participants are encouraged to discuss the complaint, appeal, concern or grievance with the trainer of the course in which they are enrolled.
2. Failing satisfactory resolution of the grievance with the trainer, the student may lodge a written complaint or appeal with the Manager in the RTO partner, please contact the partners head office.
3. Failing satisfactory resolution with the RTO partner, the student may lodge a written complaint or appeal with the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).

### For other clients

2. Where a complaint is raised by anyone other than a student about the policies, procedures, services or products offered by a RTO partner, the person may lodge a written complaint with the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).

Depending on the circumstances of each individual case, SJAA may need to inform any person who is the subject of an investigation or allegation, or whose interests are likely to be affected adversely by a decision.

A person making a complaint or seeking appeal may, at any point during the complaint or appeals process, engage a support person or advocate.

At any time during a complaint or appeals process, SJAA reserves the right to refer the matter for expert legal advice.

The complaint or appeal will be dealt with in a timely manner and will acknowledge receipt of a complaint or appeal within seven (7) business days of receipt.

St John Ambulance Australia aims to investigate and finalise a complaint or appeal within thirty (30) working days of acknowledgement of receipt of the complaint or appeal. Where the investigation and/or finalisation of the complaint or appeal is expected to exceed thirty (30) days, SJAA will inform the complainant in writing, including the reason(s) for extension, and regularly update them on the progress of the matter.

Complaints proceedings must be commenced within one year of the alleged event in question.

Appeals must be received within 14 days of the decision being received by the student.

You can request a copy of our complaints and appeals policy by contacting the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).