

HiSkill is dedicated to provide students with the opportunity to have any issues relating to a substantiated complaint or appeal resolved, and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the Student unless it is referred to a third party.

Wherever possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any Staff can be involved in this informal process to resolve issues but once a Student has placed a formal complaint/ appeal, then the formal procedures must be followed.

Any Student, Potential Student, or third party may submit a formal complaint to the RTO with the reasonable expectation that all complaints will be treated with integrity and privacy. The Company encourages both Staff and Complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.

Any documentation, including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept by HiSkill, as per our Privacy Policy, and filed appropriately.

No Student, Staff Member, Client or member of the public will be disenfranchised in any way during the complaint and appeals process.

Complainants will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints and appeals procedure.

A Student's progress through a course will not be disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.

Complainants have the right to nominate a third party support person (e.g.: a family member, friend, counsellor, etc.) if they require.

In the event that a complaint cannot be resolved between HiSkill and the Complainant, the Complainant may wish to escalate the matter to the Australian Skills Quality Authority (ASQA) through ASQA's online complaints system. Information on ASQA's complaints process can be found on their website <http://www.asqa.gov.au/>.

A handwritten signature in black ink, appearing to be "Stephen Easterbrook", with a long horizontal line extending to the right.

Stephen Easterbrook

Director

7th November 2017