



## Complaints and Appeals

Avidity Training and Development is committed to developing and maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible and offered to complainants at no charge.

A complaint is any expression of dissatisfaction with any aspect of Avidity Training and Development's services and activities. A concern specifically related to the assessment process or decision is called an appeal.

There are different ways that you can raise a concern, complain or appeal an assessment decision with Avidity Training and Development. These include:

- using the regular feedback forms provided during the course of training
- talking to a staff member
- contacting head office on 03 6339 2813
- Emailing [admin@avidity.com.au](mailto:admin@avidity.com.au)

In the first instance, you should raise any concerns, complaints or appeals directly with your trainer. If the matter raised is not resolved by talking to your trainer, contact Avidity Training and Development's head office on 03 6339 2813 or email [admin@avidity.com.au](mailto:admin@avidity.com.au). Our administration team will forward your call or email to the appropriate person, depending on the nature of the matter.

If your concern, complaint or appeal is not satisfactorily resolved you will be provided with a complaint and appeals form to complete and a meeting will be arranged with our Operations Manager. During any meeting you have the option to seek outside assistance. In the instance where Avidity Training and Development foresee the resolution will take more than 60 days, we will contact you to let you know and keep you updated on progress.

Avidity Training and Development are committed to ensuring the experience of all learners is positive. Please don't forget to talk to your trainer at any time if you have any concerns.

### **Submitting a complaint to the Regulator (ASQA)**

Before submitting a complaint to the regulator, Australian Skills Quality Authority, you need to ensure that you have exhausted all your options through Avidity Training and Development's complaints and appeals process. It is important to note that ASQA accepts complaints as a way of gathering information about training providers. ASQA uses this information to target its resources at the providers that pose the greatest risk to the quality of Australia's vocational education and training sector. ASQA's role does not involve providing a student advocacy service. This means that they cannot contact Avidity Training and Development and request them to take action on your behalf.

You can get more information by phoning the National Training Hotline on 13 38 73 or by referring to their website [www.asqa.gov.au](http://www.asqa.gov.au).