



## COMPLAINTS AND APPEALS POLICY - PUBLIC

Last reviewed/updated: 25<sup>th</sup> October 2017

From time to time, an individual may have a complaint or would like to lodge an appeal in relation to their experiences with Scripture Union Queensland (SU QLD). That might be in dealing with SU QLD as a Registered Training Organisation (RTO 30548), or it might be in some other way – such as a volunteer, school, parent or supporter.

While these occasions may be isolated, SU QLD is keen to address issues and concerns as soon as possible through appropriate mechanisms. We believe that relationships matter tremendously, and, therefore, we want to encourage those individuals with complaints or appeals, and those about whom such complaints or appeals are made, to work through these matters in a way that positively addresses the issues and, where possible and appropriate, restores relationships and confidence in our services. The intention is to emphasise positive outcomes, focusing on resolution that works towards a rapid re-establishment of good working relationships, and based on the principle of fairness to all involved.

We encourage any individual who may have a complaint or wish to appeal a decision to contact SU QLD. If you have an existing contact at SU QLD, we suggest that person be your first contact about your complaint. If you have hesitations about discussing your concerns with that person, or if you are dissatisfied with the response, or if you wish to make a complaint or lodge an appeal, you can do so by contacting our Support Team on 3112 6470 or [support@suqld.org.au](mailto:support@suqld.org.au) who will seek to resolve the matter or refer you to the team who can seek a resolution.

We will acknowledge your complaint and advise you who is dealing with it. That person will advise you of any investigation or other process proposed and will seek to resolve the issues promptly.

We will seek to learn from all complaints, in terms of any future improvement of our processes and systems.

The VET Student Loans Ombudsman is the nominated external dispute resolution scheme for students aggrieved by the provision of VET Student Loans.