



Complaints and Appeal Policy

In accordance with **Col Joy Training Services** Quality System all clients of Col Joy Training Services may voice any complaints or concerns they may have in relation to the service provided. Client Feedback Forms are available at the conclusion of all courses to be completed and forwarded to the proprietors. Lodgment of complaints must be in writing to Col Joy Training Services within 5 working days of course completion. All concerns will be acknowledged by management within seven days. Any substantiated complaint will be acted upon, with the initiator being advised of the outcome in a timely manner.

Any client wishing to appeal an outcome of complaint may approach the Managing Director of Col Joy Training Services to discuss possible solutions or lodge a written appeal within 5 working days of the decision. Any such appeals will be kept on file for future reference. Any unresolved appeals will be referred to the appropriate authority.

Any client wishing to appeal an outcome of assessment may informally approach the trainer/teacher of that course at any time to discuss possible solutions or lodge a written appeal within 5 working days of course completion to Col Joy Training Services. Any such appeals will be kept on file for future reference. Any unresolved appeals will be referred to the appropriate authority.