



Grievance Policy

Subject to the provisions of the Training and Skills Development Act 2003, any grievance or complaint by a trainee, shall be dealt with in the following manner:

CAP advises you that as participant undertaking a training activity provided by this organization you have rights regarding the manner of training and the treatment you receive whilst under the training activity.

If you believe that you have been adversely affected by unsatisfactory teaching, unsatisfactory supervision, unsatisfactory assessment results, unfair treatment, any form of harassment or victimisation or other matters of concern, you may take the following steps to ensure your grievance or problems are recognised and dealt with appropriately.

Step 1. Discuss your concerns informally with the staff member or student involved or those who have direct responsibility such as the course coordinator.

Step 2. If the manner cannot be resolved informally then you may lodge a formal written complaint with the coordinator or manager who may suggest a mediation process involving a mutually agreeable third party to assist with reaching a resolution.

Step 3. If the matter is still not resolved to your satisfaction you may lodge a formal complaint in writing to the following organizations:

Quality Branch
Ph (08) 8226 3065

Traineeship and Apprenticeship Management
Ph 1800 673 097