



## Complaints and Appeals Policy

Document Number: LFCLTA1000

Version 1: December 2019

### Aim of Policy

The purpose of this policy is to outline the procedures adopted by LifeFlight Training Academy (LTA) to assist in the efficient resolution of complaints, grievances and/or appeals against the company in the conduct of its activities. LTA is committed to creating an environment where all feedback is welcomed, and openness is valued.

### Scope

This Policy applies to all LTA staff, LTA students, clients and external stakeholders.

### Policy

A complaint or appeal may include, but is not limited to:

- The quality of training and assessment process
- The quality of client service
- Compliance with VET Quality Framework
- Any decision that affects you unfairly or unjustly

Principles of natural justice and procedural fairness are followed at every stage of the complaints and appeals process by allowing anyone subject to a decision by LTA, or anyone who has allegations made against them, to a right of reply before a decision is made.

### Options

#### Informal approach

A complaint can be made to any member of the LTA team.

An appeal can be made to request a review of a decision, including assessment decisions and should be made to the trainer/assessor in the first instance.

While this may not be appropriate in some cases, the easiest way of resolving an issue is to speak to the person directly, if you feel comfortable in doing so. By telling them you will give them a chance to address the situation, if appropriate.

#### Formal approach

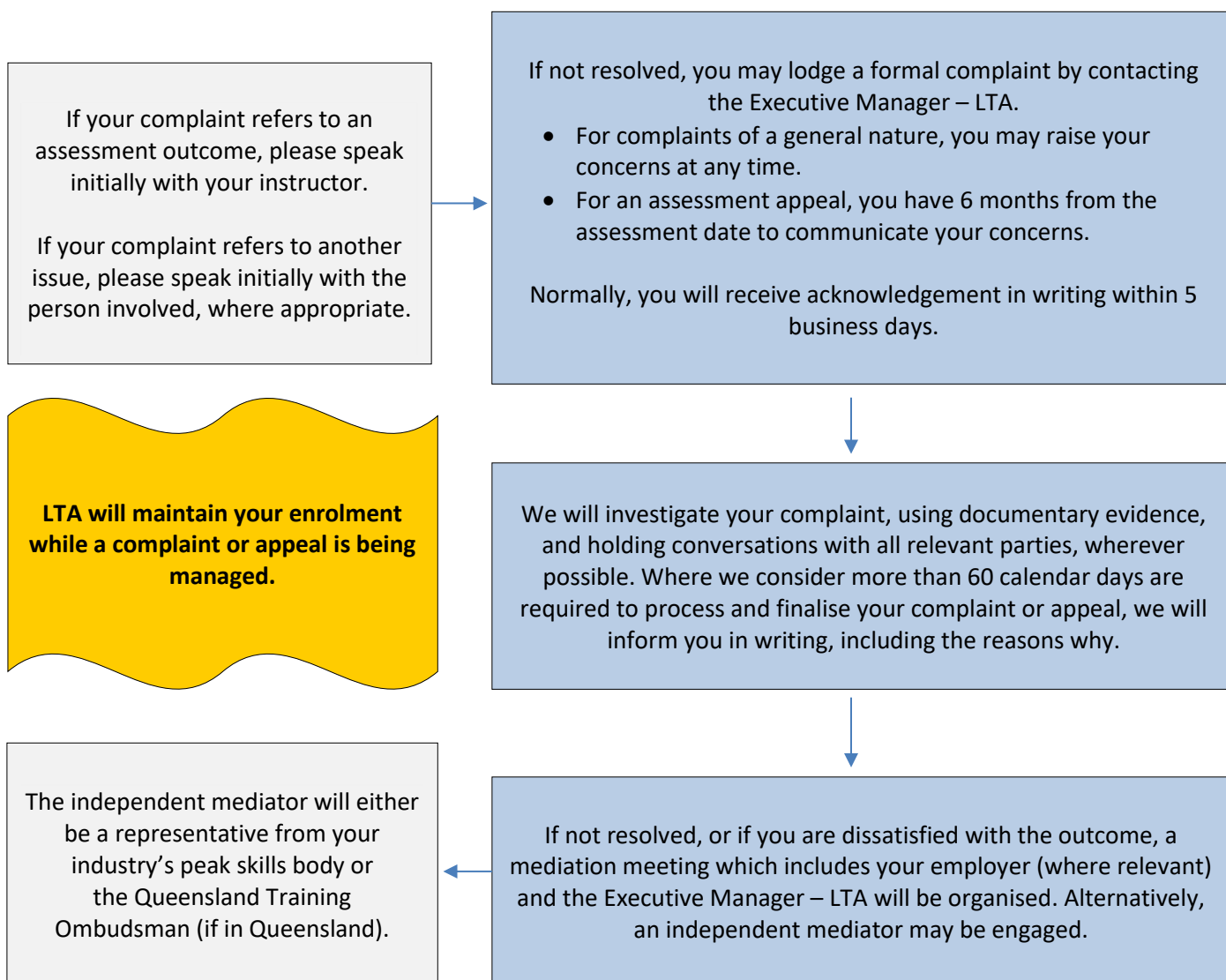
All formal complaints must be in writing and addressed to the Executive Manager – LifeFlight Training Academy. You will receive acknowledgement in writing within 5 business days and an investigation will be conducted, if required.

The cause of any formal complaint or appeal will be included in a register so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.



# LifeFlight Training Academy – Complaints and Appeals Policy

## Complaint Process



## Further information

Please refer to the LTA Student Handbook or contact our LifeFlight Training Academy for further information.

Phone: 07 3622 7820  
 Email: [trainingenquiries@lifeflight.org.au](mailto:trainingenquiries@lifeflight.org.au)  
 Address: 20 Boronia Road, Brisbane Airport 4008

## Revision and Authority

Revision	Detail of Revisions	Authority	Signature	Date
1	Policy Created	Executive Manager - LTA	Timothy McGuire	06/12/2019