

If you have a complaint, you are encouraged to firstly raise the matter directly with the other party concerned (i.e. employer if applicable). A meeting should be requested at which time the matter in dispute can be raised and a resolution sought.

Resolution by trainer and assessor

Should the matter remain unresolved or should be considered inappropriate you should contact your trainer and assessor for assistance. Assistance may be by means of a mediated discussion.

If the trainer and assessor cannot find a suitable solution for you, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk with the Office Manager or Student Support Officers at Acacia Education and Training. This contact can be made by;

Phone: (02) 4751 2300

Email: info@acaciaeducation.edu.au

Resolution by management

Should the matter still remain unresolved or should be considered inappropriate following trainer and assessor, Office manager or student support officers resolution, your matter will be escalated to the Head Trainer or Training Operations Manager for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

Acacia's management will ask you to put your concerns in writing by completing a [Complaint Form](#), and will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

The Complaint Form is located on our website <https://acaciaeducation.edu.au/> and can be emailed to: info@acaciaeducation.edu.au

We will attempt to address formal complaints and reply within fourteen (14) business days. You will be notified if there is any delay in response.

Resolution by Arbitration

Should the matter still remain unresolved following reporting to management, Acacia will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution.

A complainant who remains not satisfied with the process applied by Acacia following review by an independent party may refer their grievance to the Australian Skills Quality Authority. Please be advised that ASQA will require you to have exhausted all avenues through Acacia's internal complaints handling procedure before taking this option.

Acacia considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within the internal arrangements.

NSW Smart and Skilled Consumer Protection

If you are a NSW student receiving subsidised training, you are covered by Smart and Skilled consumer protection measures. More information can be found on the Smart and Skilled website:

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

In the event of a complaint Acacia will follow its complaints procedure. The nominated Consumer Protection Officer is:

Ashleigh Dengate

ashleighd@acaciaeducation.edu.au

02 4751 2300

Assessment appeal

You may apply for reconsideration of an unfavourable assessment decision by submitting a written request to: info@acaciaeducation.edu.au

Include details of the unit of competency and assessment items the appeal relates to and an explanation of why you think the assessment outcome should be reconsidered. Appeals must be submitted within twenty eight (28) working days of the assessment outcome.

We will review your request and provide a written response within fourteen (14) days. If the decision is still unfavourable you may have the opportunity for a person that is independent of Acacia to review your appeal at an additional cost.

In these circumstances, Acacia management will advise of an appropriate party independent of Acacia to review the appeal and provide advice to Acacia in regards to the recommended outcomes. This advice is to be accepted as final and advised to the appellant in writing.