

Complaint and Appeals Process

If you have a complaint about the services you are receiving from us, or about our staff, you may contact the Complaints Officer. You may ask for an appointment or discuss your issue over the phone.

It is always a good idea to first discuss your issue, if possible, with the staff member concerned. If this is not possible or you don't wish to do this, you may request to speak to the Complaints Officer. Their phone numbers are:

SEE and EST	RTO Program Manager	Ph: 08 8346 5662
	SEE & EST	
Industry Training	Vocational and Education Manager	Ph: 08 8346 5662

Your complaint will be entered in the Complaints Register and the Complaints Officer will work through the issues with you. The Complaints Officer will then contact you within one week with the outcome of their investigation. If you are not satisfied, you may speak to the Executive Manager: Training Services, Yvonne Christophides.

Executive Manager: Training Services Ph:08 8346 5662

If the issue has still not been resolved, your complaint may be taken directly to the **National Training Complaints Hotline Ph: 13 38 73**

OR

If you are undertaking the Skills for Education and Employment (SEE) Program you can contact the **National Customer Service Line Ph: 1800 805 260**.

Requests for independent review of unresolved are referred to an external mediator, determined by the Executive Manager: Training Services. These services will incur a fee and you will be advised of associated fees prior to the engagement of the mediator service.

Please see our full policy for further details, it can be located on <https://eighty9.org.au> or provided to you by a Pivot Training team member.