

Civmec Construction and Engineering is an integrated, multi-disciplined construction and engineering service provider to the oil and gas, metals and minerals, infrastructure and marine and defence markets.

Civmec is committed to addressing complaints and appeals efficiently and effectively. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively in accordance with Standard 6, Standard for RTOs 2015.

Civmec takes all forms of complaints and appeals extremely seriously. If a student complains, Civmec takes a positive and pro-active approach to the issue and sees a complaint as an opportunity to improve our services. We openly encourage positive and negative feedback.

Civmec has developed the complaints and appeals procedure to:

- Ensure that disputes are taken seriously, handled professionally and confidentially in order to achieve a speedy resolution; and
- Ensure that learners have a clear understanding of the steps involved in the organisation's grievance policy.

## Complaints Policy

The Complaints Policy is in place to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors or other staff or a learner of the RTO. Civmec deals with all complaints and appeals promptly, fairly and systematically.

## Appeals Policy

Civmec has an Appeals Policy to manage the requests for a review of decisions, including assessment decisions, made by the RTO. Any learners who wish to appeal against accredited program or competency/module assessment decisions may make a formal request for re-assessment of their work.

## Local Level Resolution

We encourage open communication and an environment of trust. We encourage any learner with a grievance to raise the matter firstly with the trainer or staff member involved.

If no resolution is made, then a formal meeting should be requested. Learners should use the Form RTO-F-006\_0 Customer Complaint, Grievance and Appeal to lodge their complaint or appeal in writing. The detailed procedures for lodging a complaint or appeal can be found in the RTO Codes of Practice and RTO-PLN-004\_2 Training and Education Delivery and Management Plan.

We will make every effort to settle a complaint or an appeal to both the learner and our satisfaction.



Patrick Tallon  
Chief Executive Officer  
Civmec Construction and Engineering  
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