

Complaints and Appeals Policy

At Gateway Training Academy we are committed to providing a pleasant and safe work environment for all employees, students and visitors. We acknowledge, however, that things do not always go smoothly and that employees and students can sometimes feel aggrieved about things that are happening. An employee may have a complaint and/or Appeal about a decision, behaviour, act or omission (whether by management, staff, contractors or third parties) that they feel is unfair, discriminatory or unjustified; and a student may have a complaint and/or appeal about information or service with which they have been provided.

The Complaints and Appeals Procedure provides a process by which an employee or student may have their complaint and/or appeal addressed.

The following are the key elements of the Gateway Training Academy Complaints and Appeals handling procedure:

- **Availability** – This Complaints and Appeals Policy and the associated procedure and forms will be publicly available for viewing and use, via the Employee Induction and the Student Handbooks, and also via the Gateway Training Academy website.
- **Impartiality** – If a complaint and/or appeal is made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the investigation is fully completed. If a complaint is made against an employee, their rights will be protected, and they will be provided an opportunity to offer their side of the occurrence/incident.
- **Confidentiality** – The complainant or appellant may feel secure that Gateway Training Academy will maintain a high level of confidentiality such that the complaint and/or appeal requires.
- **Victimisation** – The Management Team will make every endeavour to ensure that a complainant is not victimised in any way. If any form of victimisation does occur, appropriate immediate action will be taken by a Gateway Training Academy manager and/or employee to ensure the cessation of such activities and the safety of the individual being victimised.
- **Timeliness** – Each complaint or appeal will be dealt with immediately and finalised within as 30 days. Every endeavour will be made to ensure all complaints are investigated, recorded and finalised within 14 days. If, due to circumstances out of Gateway Training Academy's control, the process exceeds 30 days, all persons involved in the investigation will be notified and provided with a revised expected outcome date. All parties will then be notified of the outcome.

Date:

08 Jul 2025

Chief Executive Officer Name:

Shahid Rana

Chief Executive Officer Signature:

