

Complaints Policy

The prime objective of Pest Education Services & Training (PEST) is to deliver client and course participant satisfaction through our professionalism and service.

It is our intention that our service will be maintained at a level at or above expectations. To do so, PEST will adhere to the requirements of our documented training quality management system.

To ensure complete satisfaction PEST will record, acknowledge and deal with all complaints fairly, effectively and efficiently.

PEST acknowledges that its clients have the right to lodge a complaint when they are dissatisfied with the services they have been provided or how they have been treated.

PEST ensures all clients have a fair and equitable process for expressing complaints. If you have a complaint regarding, but not limited to, the conduct of PEST, its training and assessment materials, information you have been provided, services, its trainers, assessors, other staff, a learner of PEST, where you feel you have been treated unfairly, unequally or harassed either through direct or indirect discrimination, if you believe you have been victimised, if there is a privacy breach or if there is a personal conflict please contact the CEO, Mark Sheppard immediately. All staff are aware of the complaints policy and procedure and you can make a complaint to any other person within the organisation if you feel this is more appropriate. You can do this in person, via email or by completing a complaint form that is available at reception. All complaints are handled confidentially and promptly to ensure your concerns are resolved fairly and in a timely manner.

The following principles underpin the process for responding to complaints.

Information about the complaints handling process is publically available and displayed in the reception of your training room. A copy of this policy is also available from the CEO, Mark Sheppard.

Complaints are considered in a transparent, objective and unbiased manner. The complaints handling process incorporates the principles of natural justice and procedural fairness at every stage of the process.

All complaints are treated seriously. The relevant circumstances and information surrounding a complaint are investigated promptly to the level warranted by the severity of the complaint. PEST will attempt to resolve the complaint on an individual case basis as they arise. PEST will consult with the complainant, using a process of discussion, cooperation and conciliation. The rights of the complainant and respondent will be acknowledged and maintained throughout the complaint resolution process. In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum. All parties have the right to representation during the complaint resolution process. All complaints will be acknowledged in writing and finalised as soon as practicable. All outcomes will be recorded in writing and a copy placed on your training file.

Timeframes for investigating and resolving complaints will be set and monitored. Where PEST considers more than 60 calendar days are required to process and finalise the complaint, PEST will inform the complainant in writing and include the reasons why more than 60 days are required and will provide regular updates to the complainant on the progress of the matter.

PEST maintains secure records of all complaints and their outcomes. There are appropriate monitoring measures in place to ensure we identify potential causes of complaints and we take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence. Our complaints handling process is also reviewed regularly.

Confidentiality is maintained and anonymity preserved where requested. Complainants will be informed where this may limit the extent to which a complaint can be investigated.

If your complaint has not been resolved, PEST has a B2.2 Appeals Policy. Information about the appeals process is publically available and displayed in the reception of your training room. A copy of this policy is also available from the CEO, Mark Sheppard.

Signed: Mark Sheppard
CEO

Dated: September 2017
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