



Appeals 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 appeals fairly, effectively and efficiently.

PEST acknowledges that its clients have the right to lodge an appeal for the review of decisions, including assessment decisions made by PEST where a grievance cannot be resolved internally.

PEST ensures all clients have a fair and equitable process for expressing appeals. If you would like to lodge an appeal please contact the CEO, Mark Sheppard immediately. All staff are aware of the appeals policy and procedure and you can make arrangements with any other person within the organisation if you feel this is more appropriate. You can do this in person or via email or by completing an appeal form that is available at reception. All appeals 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 appeals.

Information about the appeals 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.

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

All appeals are treated seriously. PEST will consult with you and provide details of the appropriate third party where you may seek further assistance. Each appeal will be heard by an independent person or panel. This may be a practicing independent trainer and assessor, an RTO offering competencies in pest management, our registering body or another appropriate organisation best suited to deal with the appeal. Each appellant will have the opportunity to formally present his or her case. The rights of all parties will be acknowledged and maintained throughout the 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 appeal process. All appeals will be acknowledged in writing and finalised as soon as practicable. The appellant will be given a written statement of the appeal outcomes, including reasons for the decision. All outcomes will be recorded and a copy placed on your training file.

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

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

Confidentiality is maintained and anonymity preserved where requested. Appellants will be informed where this may limit the extent to which an appeal can be investigated.

Signed: Mark Sheppard
CEO

Dated: September 2017
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