



Lemke Timber Training Pty Ltd ABN: 66 097 841 668
RTO registration number: 91379
www.lemketimbertraining.com.au

Complaints and Appeals Policy

July 2022

Complaints

If you wish to make a formal complaint about a trainer or assessor, or any other aspect of Lemke Timber Training's activities, you should take the issue up with the CEO of Lemke Timber Training.

The process for dealing with a formal complaint is as follows:

- The complaint should be reported as soon as possible to the CEO, where it will be entered into a Complaints Register.
- Each party involved will be interviewed by the CEO.
- After listening to all parties, a decision will be made by the CEO on the best way to resolve the problem, and all parties will be notified of the outcome and the reasons for the decision in writing.
- The decision and any follow-up action will be recorded in the Complaints Register.

If you are unhappy with the decision, you may appeal to an independent person mutually agreed upon between you and the other parties involved.

Any complaint found to be substantiated will be rectified promptly by Lemke Timber Training.

Contact details

Keir Ramsey can be contacted at: keir.ramsey@lemketimbertraining.com.au or 0432 553 642 673.