

New Horizons Safety and Training Services acknowledges that all clients have the right to appeal an assessment decision, based on valid grounds. New Horizons Safety and Training Services has provision for clients to appeal against assessment decisions, including those made by a third party provider. It is ensured that clients have access to a fair and equitable process for lodging an appeal, and in doing so New Horizons Safety and Training Services:

- Has written processes in place for collecting and dealing with appeals in a constructive and timely manner.
- Ensures that these procedures are communicated to all staff, third party contractors, and clients
- Ensure that each appeal and its outcome are recorded in writing
- Ensures that each appeal is heard by an independent person or panel
- Ensures that each appellant has the opportunity to formally present his or her case
- Ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision
- Takes appropriate action upon the subject of any appeal that is found to be substantiated
- Utilises outcomes of appeals to review current practises which may potentially lead to continuous improvement

New Horizons Safety and Training Services acknowledged the clients right to lodge a complaint when they are dissatisfied with the training and/or assessment services and experiences that they have been provided. New Horizons Safety and Training Services will ensure that clients have access to a fair and equitable process for expressing complaints, and that New Horizons Safety and Training Services will manage the complaint with fairness and equity. In doing so, New Horizons:

- Has written procedures in place for collecting and managing complaints in a constructive and timely manner
- Ensures that these procedures are communicated to all staff, third party contractors, and clients
- Ensures that all necessary documentation and resources are in place to enable clients to submit a complaint
- Ensures that each complaint and its outcome is recorded in writing
- Ensures that customer complaints and their outcomes are fed into continuous improvement initiatives

All documents and records of Appeals and Complaints are confidential and therefore shall be maintained and archived securely in line with New Horizons Record Management procedure.

  
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Managerial Agent

21.12.18  
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Date