

# Complaints, Compliments and Appeals Process

At catalyst training & disability services we welcome your feedback. Compliments, complaints and other feedback assist us to improve the services we deliver to you.

We take your feedback seriously. If you make a complaint, we make every effort to investigate the issue, resolve it in an objective way and let you know the outcome.

## When you make a complaint, you can expect that we will always:

- Acknowledge your complaint and take it seriously
- Listen to what you have to say and record it on our Feedback Register (Compliments and Complaints)
- Keep your complaint confidential and private
- Investigate the issues you raised and keep you informed throughout the process;
- Act with fairness and objectivity;
- Manage the complaint with professionalism and courtesy;
- Provide you with a response on completion of our investigation.

## When you make a complaint:

1. If you feel comfortable, discuss the issue with the catalyst staff member directly involved in the issue. Issues can often be solved informally.
2. If you wish to submit a formal complaint please ask the Student, Trainer and Administration Manager for a Feedback and Complaints form. Please make sure you fill in the form with all the details asked for. The form asks you what resolution you would like to see.
3. We will log your complaint on to the Feedback Register, let you know we have received it and allocate a relevant person to investigate and resolve your issues. We will try to have the issues resolved within 5 days of receiving your complaint.

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4. Once resolved, the outcome will be discussed with you.
5. If you are not happy with the outcome, you can appeal the decision using the appeals procedure that will be explained to you.
6. If you still believe that catalyst training & disability services is in breach of its legal obligations in relation to training and assessment, you can complain to ASQA by completing their online complaint form:  
<https://www.asqa.gov.au/learners/complaints-about-providers>
7. If your complaint is in relation to your NDIS funded supports, you can complain to the NDIS Quality & Safeguards Commission, [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au). You can find information about how to make a complaint. You can ring the Commission on 1800 035 544 (free call from landlines) or TTY 133 677. You can also find the complaints form to fill out.

You can make a complaint to catalyst training & disability services in the following ways. By:

- Speaking to a catalyst staff member or the Manager Quality & Compliance at catalyst training & disability services;
- Phoning (03) 9038 9292
- Emailing [office@catalysttds.com.au](mailto:office@catalysttds.com.au)

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