

PROJECT:						Training					
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DOCUMENT TITLE:						Appeals and Complaints Procedure					
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PIT-MGT-PRO-003	Appeals & complaints	J. Keogh	H Harding	J Keogh	0.1	27/02/2024	27/02/2027

APPEALS AND COMPLAINTS

Parabellum International Training treats every complaint seriously and it will be handled and investigated impartially, fairly, independently, and confidentially. As a student, you can lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your trainer and/or assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision.

Should you not be satisfied with any aspect of your student journey (either with Parabellum International Training, a learner of Parabellum International Training or a third party if applicable) and have raised your concerns with our training team to no resolve, please raise the complaint or appeal as per the below.

Complaints should be directed as follows:

Attn: Chief Executive Officer – Parabellum International Training

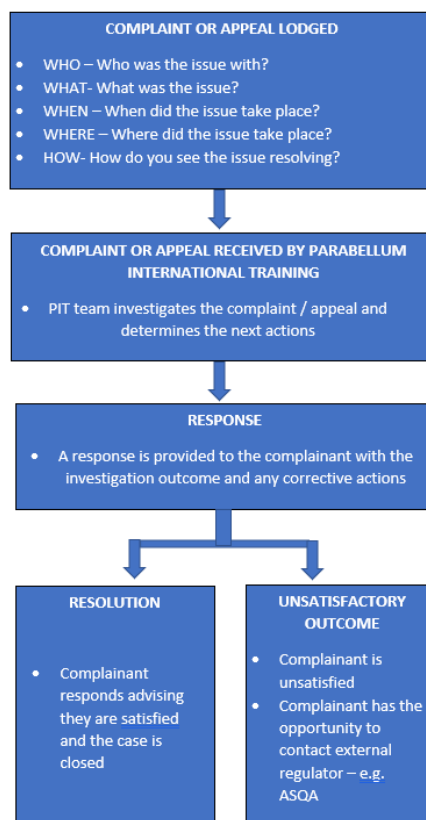
Address: 50 Tacoma Circuit, Canning Vale WA 6155

Email: training@parabellum.com.au

Parabellum International Training will acknowledge receipt of the complaint or appeal within 5 business days and will respond in writing within 30 business days to the complainant. Should Parabellum International Training be unable to respond within 60 calendar days to ensure a full and thorough investigation takes place, we will advise the complainant of the reasons why and provide regular updates on the progress of the matter.

Parabellum International Training will always securely maintain records of all complaints and appeals and their outcomes. Following the closure of the complaint, Parabellum International Training will identify potential causes and take appropriate corrective action to mitigate a future reoccurrence.

Parabellum International Training’s process for managing a complaint or appeal are outlined in the following flowchart:



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Who else can you lodged a complaint with?

If you are not satisfied with the outcome of your complaint or appeal, or feel that you want to take the issue to an external authority, you can contact the following:

Contacting the Australian Skills Quality Authority (ASQA)

To speak to an ASQA representative please contact the ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time (EST), Monday to Friday (dial +61 3 8613 3910 from outside Australia).

Interpreter services are also available through the Australian Government's Translating and Interpreting Service by calling 131 450.

You can also contact ASQA online by completing the ask ASQA a question online form, or, email: enquiries@asqa.gov.au

To provide feedback about ASQA, email: feedback@asqa.gov.au
Alternatively, ASQA's postal address is GPO Box 9928, Melbourne, VIC 3001.

NOTE: ASQA requires that before lodging a complaint with them that our complaints/appeals process must have been followed first.

NOTE: ASQA cannot advocate on behalf of students or mediate between students and providers.

Australian Competition & Consumer Commission (ACCC)

In accordance with the Australian Consumer Law, consumers are entitled to a set of basic rights known as consumer guarantees when they purchase goods or services. For more information, please visit the following link: [Consumer rights and guarantees | ACCC](#)

Department of Commerce

In accordance with the guidelines provided by the Government of Western Australia Department of Commerce, training providers are obliged to understand and adhere to these consumer guarantees under the Australian Consumer Law. For more information, please visit the following link: [Training providers, training marketers and the Australian Consumer Law \(commerce.wa.gov.au\)](#)

Student feedback

Parabellum International Training is dedicated to ensuring its practices are constantly reviewed to ensure the best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

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