

## LENNON TRAINING CONSULTANTS GRIEVANCE POLICY

Grievances relating to course delivery or assessment should be directed to the following entities, in the order indicated:

1. The course presenter
2. Lennon Training Consultants management
3. Your work supervisor, if employed
4. The training co-ordinator or training manager of your business, if there is such a position

Grievances must be delivered in writing, and must be signed and dated. If the grievance is related to a training outcome, grievances must be lodged within seven days of completion of the course. Where deemed necessary by Lennon Training Consultants, an appellant will be given the opportunity to formally present his/her case. Each appeal will be heard by an independent person or panel.

Every attempt will be made to resolve grievances within seven days of receiving the written grievance, subject to the availability of appropriate personnel. The appellant will be issued a written statement of the outcome including the reason for the decision.

Failing internal resolution, Lennon Training Consultants will advise **students** of the appropriate educational/training body where they can seek further assistance.

This can be located:

- Quality Manual, 11 Kyle St, Emerald, Q, 4720
- [www.lennontraining.com/policies](http://www.lennontraining.com/policies)