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## Grievances, Complaints and Appeals – What You Need to Know

Despite best efforts, sometimes things don't go as expected. You may feel disappointed or believe that your situation wasn't handled fairly. If this happens, we want you to let us know. We can then work with you to sort things out.

HITsa will deal with complaints and appeals fairly, efficiently and effectively, in line with the 2025 RTO Standards.

We are here to listen. Being aware of your experience allows us to reflect, respond and improve.

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### What's the Difference between a Complaint, Appeal and Feedback?

Type	What it is	Example
Complaint/Grievance	When you're unhappy with something and want it addressed or resolved.	"I feel I was treated unfairly by my trainer."
Appeal	When you disagree with a formal decision and want it reviewed.	"I believe my assessment was marked incorrectly."
Feedback	General comments or suggestions about your experience. May be positive or constructive.	"I really enjoyed the class, but the room was a bit too cold."

#### In short:

- Complaints and grievances help us fix problems or issues
- Appeals help ensure decisions (like assessments) are fair
- Feedback helps us improve or celebrate what's working

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### How to Make a Complaint or Submit an Appeal

If you're unhappy with something and want it addressed:

1. **Try to resolve it informally**
  - If you feel comfortable, speak directly to the person involved
  - Many issues can be sorted with a quick conversation
2. **Submit a Complaint**
  - If the issue isn't resolved or you'd rather not speak directly, submit your complaint to [share@hitsa.com.au](mailto:share@hitsa.com.au)
3. **We'll take it from there**
  - We'll acknowledge your complaint
  - Investigate the issue
  - Keep you updated
  - Let you know the outcome in writing

🕒 HITsa will resolve within **7 business days** otherwise we will let you know in writing

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### How to Submit Feedback

You can give feedback at any time:

- Use our **Check-In and Wrap-Up** surveys in class and throughout your studies
- Send us an email at [feedback@hitsa.com.au](mailto:feedback@hitsa.com.au)

We appreciate every comment – big or small