Definitions
For the purposes of this document the following applies:

The Act refers to the Higher Education Support Act 2003

Complainant refers to:
a) Persons seeking to enrol with the VET Provider in a VET course or unit of study
b) any external parties lodging a complaint with Pragmatic Training Pty Ltd or its Associated Entities.

VET Provider refers to Pragmatic Training Pty Ltd and its Associated Entities

Non-Academic matters include those matters which do not relate to student progress, assessment, curriculum and awards in a VET course of study and include complaints in relation to personal information that the VET provider holds in relation to VET students.

Overview
Pragmatic Training is committed to providing an effective, efficient, timely, fair and confidential Non-Academic Grievance handling process for all complainants.

Responsibility
All senior management staff are responsible for the implementation of this policy and procedure and for ensuring that all staff are fully trained in its operation.

Grievance Procedure
Complainants can contact Pragmatic training via the phone or by submitting their complaint in writing to PT-Enquiries. A response from PT-Enquiries will be issued to the complainant within 7 days.

If the complainant is dissatisfied with the response/outcome they could follow the Formal Grievance procedure.

Formal Grievance Procedure
The General principles that will apply to all stages of this grievance procedure and which will be adhered to by all staff at Pragmatic Training and its Associated Entities are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored electronically in a specific secure location and within a folder only accessible to Senior Management staff members.
• A Complainant shall have access to this grievance procedure at no cost.

**Stage One**
Formal Non-Academic Grievances by external parties should be submitted in writing to the National Operations Manager at Pragmatic Training Pty Ltd.

The National Operations Manager will assess the grievance, determine the outcome and advise the Complainant of their decision in writing and within 14 days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

**Stage Two**
If the Complainant is not satisfied with the outcome of Stage Two they may refer the matter to an external dispute resolution body of their choice.

*The Non-Academic Grievance Procedure was agreed to and ratified by the VFH Committee at Pragmatic Training Pty Ltd on 25 July 2014.*