

Quality Training and Hospitality College (QTHC) has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the current Complaints and Grievances Policy and the following procedures:

PROCEDURE:

- Every attempt will be made to resolve any student complaints using the QTHC Complaints & Appeals Policy & Procedure.
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaints & Appeals Policy & Procedure.
- The Business Development Manager – NSW, will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.
- The contact details of the Customer Protection Officer are as follows:
 - o **Phone:** 1300 511 888
 - o **Email:** jeanny@qthc.edu.au
- If a student feels matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at:
 - o <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

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