



CLIENT COMPLAINTS POLICY

REAL ESTATE EXPLAINED undertakes to deal with any participant complaints in an effective and timely manner, striving to resolve complaints within two weeks. To do so, the employee/consultant will immediately refer all complaints to REAL ESTATE EXPLAINED management.

REAL ESTATE EXPLAINED's Chief Executive Officer is responsible for managing the resolution of any appeal or complaint and will be able to supply and assist with the relevant appeal or complaint form.

If the participant is not satisfied with the resolution of any appeal or complaint, the "***National Complaints Code***" directs them to seek further assistance from ***Australian Skills Quality Authority (ASQA)***

www.asqa.gov.au

Info line 1300 701 801 – & press "5" for complaints. Valid as at 30/07/2012

ASQA is authorised to deal with complaints about:

- the information provided to you by an RTO about course(s)
- the delivery and assessment of the training you have received
- the qualifications you have or have not been issued.