

Our Complaints Policy

Cother Consulting Pty Ltd as Trustee for Cother Family Trust trading as Cother Consulting and The Action Learning Institute (the Company) offers a range of services within consulting, auditing, facilitation and training in best practice for business management and manufacturing processes.

It is our aim to ensure that all Customers are satisfied with our performance and delivery. We welcome feedback and we have an internal continual improvement process that enables us to respond quickly to suggested improvements. This not only has benefits for Customers but also adds value to our business. We pride ourselves on our professional reputation and we want to be the best in our field of work.

Therefore, the Company is committed to dealing with any complaints in a timely and constructive manner.

Complaints received from Participants in our action learning training programs are dealt with according to the requirements of the *National Vocational Education and Training Regulator Act 2011*. Therefore, a specific procedure for complaints relating to training services is maintained and implemented by the Company.

Our Commitment:

Customers dissatisfied with any aspect of our products or services, or the conduct of any employees or associates of the Company, are encouraged to raise their concerns immediately. We aim to resolve complaints quickly through constructive discussion however we also encourage complainants to lodge a formal complaint if resolution cannot be achieved to their satisfaction. We are committed to:

- Resolving concerns quickly and locally by supporting our employees and contractors to seek immediate solutions to customer complaints
- Maintaining a formal complaint procedure

An impartial representative of the Company will investigate and mediate to resolve the situation with all parties involved. If the complaint remains unresolved, it will be referred to the Managing Director of the Company, Bob Cother. If the complaint still remains unresolved, an independent mediator may be engaged and the complainant may be directed to the relevant consumer protection agency.

Endorsed by top management 23/12/14.