



Complaints Policy

A person who has a complaint is entitled to request Derivan Pty Ltd to carry out an internal review.

Introduction

Derivan Pty Ltd is committed to providing a learning and working environment in which complaints are responded to promptly, in a consistent manner and effectively with minimum distress and maximum protection to all parties. Participant's complaints are viewed as providing an opportunity to review and improve policies and practices, and to gain insight into levels of satisfaction.

Complaint Procedure

An application for an internal review must be made in writing, with a return address to Derivan Pty Ltd PO Box 335 Concord NSW 2137 within 6 months of the grievance. The applicant should identify the conduct which is the basis for the application and be as specific as possible about the details.

Fees

There are no fees for lodging an application.

Review

Internal reviews will be completed as soon as is reasonably practicable and within 60 days of the application being received by the Derivan Pty Ltd. Applicants will be advised of the finding of the internal review within 14 days of completion of the internal review.

All complaints shall be referred to the CEO and all enquiries, concerns and complaints are registered by Derivan Pty Ltd and documented at each stage of assessment. Complainants will be advised of the receipt of their complaint and may be contacted to obtain further details. Timelines for the complaint to be resolved will be determined. The CEO will make a determination based upon all the information available and notify the complainant of the determination. The CEO will ensure that the outcome is implemented and documented.

Result of a Review

As a result of the internal review, Derivan Pty Ltd may do one or more of the following:

- Take no further action on the matter;
- Make a formal apology;
- Take such remedial action as it thinks appropriate;
- Provide undertakings that the conduct will not occur again;
- Implement administrative measures to ensure that the conduct will not occur again.

Anonymous Complaints

Derivan Pty Ltd accepts anonymous complaints; however it is up to the discretion of the Manager to determine further action. In all cases, anonymous complaints and actions taken will be recorded.

Training

The Manager is responsible for organising and co-ordinating training for presenters to deal with and respond effectively to complaints. Contact Person CEO Steven Patterson at derivan@derivan.com.au