Complaints And Appeals Policy

At Prosafe Pty Ltd we are committed to providing a pleasant and safe work environment for all employees, students, and visitors. We acknowledge, however, that things do not always go smoothly and that employees and students can sometimes feel aggrieved about things that have occurred. An employee may have a complaint and/or Appeal about a decision, behaviour, act or omission *(whether by management, staff, contractors or third parties)* that they feel is unfair, discriminatory or unjustified; and a student may have a complaint and/or appeal about information or service with which they have been provided.

The Complaints and Appeals Procedure provides a process in which an employee or student may have their complaint and/or appeal addressed.

The following are the key elements of the Prosafe Pty Ltd Complaints and Appeals handling procedure:

- ***Availability –*** This complaints and appeals policy and the associated procedure and forms will be publicly available.
- ***Impartiality –*** If a complaint and/or appeals are made, it will be investigated fairly and impartially. No judgments or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against an employee, their rights will be protected, and they will be allowed to give their side of the story.
- ***Confidentiality –*** The complainant and/or appellant may feel secure that Prosafe Pty Ltd will maintain the level of confidentiality that the complainant requires.
- ***Victimisation –*** Management will ensure that a complainant is not victimised. If any form of victimisation does occur, appropriate action will be taken.
- ***Timeliness –*** Each complaint and/or appeal will be dealt with immediately and finalised within the shortest period possible. Every endeavour will be made to ensure that all complaints are finalised within two weeks. Where, due to circumstances out of Prosafe Pty Ltd control the process exceeds 60 days, all persons involved in the investigation will be notified, including a revised outcome date.

Date:	08 Jul 2025
Chief Executive Officer Name:	Dave Randle
Chief Executive Officer Signature:	David Randle