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# Complaints and Appeals

## Complaints

In the event of a complaint participants should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult, in writing, the Training Manager;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, PSQ will advise participants of external organisations to which they can appeal.

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## Appeals

PSQ seeks to prevent appeals by ensuring participants are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with participants.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Training Manager, and appropriate improvements made to prevent recurrence of the problem.