

Customer Complaints and Appeals Policy

DrugBeat of SA will deal with customer complaints, grievances and appeals in a constructive and timely manner. It is our policy to ensure that each:

1. Complaint, grievance appeal and its outcome is recorded in writing
2. Appeal is heard by an independent person or panel
3. Appellant has an opportunity to formally present his or her case
4. Appellant is given a written statement of the appeal outcomes, including reasons for this decision.

This policy ensures that:

- All disputes or grievances will be handled professionally and confidentially in order to achieve a speedy resolution
- All parties have a clear understanding of the steps involved in the grievance policy
- Students and staff are aware of the policy and procedures for handling grievances and are informed of those in writing at induction.

Procedure

This procedure describes the process by which trainers and trainees may have problems addressed effectively, efficiently, professionally and confidentially.
