



Licensee: **CFT QLD**,
PO BOX 21 PALM BEACH, QLD 4221
P: 1300 775 155 F: 07 5677 0622 E: info@cftqld.com.au

Complaints and Appeals Process

CFT International, CFT QLD, Food Safety Now and RSA Certificate, recognise that despite our every effort to provide excellent customer service, there will be occasions when customers will have concerns about our service or processes; this process outlines the steps that staff at CFT International will undertake to resolve these concerns.

Training in class

If a student has concerns with the training being delivered in class, in the first instance and where the student feels comfortable, they should raise these concerns with the trainer. If this is not appropriate or the trainer's response fails to resolve the situation, the student should contact the Training Manager of CFT International.

This can be done via:
email to support@cft.com.au; or
phone 1300 665 633; or
via fax or post (see below for details).

The Training Manager will respond to all complaints within one business day of receipt. If the concern is not resolved to the student's satisfaction it will be escalated to the General Manager and Director of CFT International for resolution within 3 business days.

Online classes

Where a student is having concerns regarding their online training, they should contact the Training Manager of CFT International.

This can be done via:
email to support@cft.com.au; or
phone 1300 665 633; or
via fax or post (see below for details).

The Training Manager will respond to all complaints within one business day of receipt. If the concern is not resolved to the customer's satisfaction it will be escalated to the General Manager and Director of CFT International for resolution within 3 business days.



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Where the student's concern relates to a refund, please refer to the **refund policy**.

Office Processes and Staff

When a customer has concerns relating to office processes and staff, they should in the first instance, and where the customer feels comfortable, raise these concerns with the staff member. If this is not appropriate or the staff member's response fails to resolve the situation, the customer should contact the General Manager of CFT International.

This can be done via:
email to support@cft.com.au; or
phone 1300 665 633; or
via fax or post (see below for details).

The General Manager will respond to all complaints within one business day of receipt. If the concern is not resolved to the student's satisfaction it will be escalated to the Director of CFT International for resolution within 3 business days.