

## 10618NAT Course in Firearms Safety

### INFORMATION – COMPLAINTS AND APPEALS

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A form associated with the Complaints and Appeal Policy is available from your Course Instructor, the QRA office, or on the QRA web-site, About Us, Forms.

Link: [http://www.qldrifle.com/images/FirearmsSafetyCourse/10618NAT%20complaint%20form\\_2017.9.pdf](http://www.qldrifle.com/images/FirearmsSafetyCourse/10618NAT%20complaint%20form_2017.9.pdf)

The form is titled “Complaint/Appeal Resolution Form, 10618NAT Course in Firearms Safety”.

#### Complaints

In the event of a complaint, students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the Executive Officer QRA or a representative of EO, QRA;
- file a “[Complaint/Appeal Resolution Form, 10618NAT Course in Firearms Safety](#)”.

If the complaint is still unresolved, QRA Inc. (Training) will inform students in writing of the outcome within 14 days and they will be advised of external organisations to which they can appeal.

All complaints and appeals requests are acknowledged in writing.

The student will be kept informed in writing of reason for any delay in the decision, and regular update as to the progress of their matter.

If the complaint involves unlawful activity, it may be reported to appropriate authorities.

#### Appeals

Any appeal about any assessment, will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

#### Appeal Procedure:

- Notify trainer within 21 days via “Complaint/Appeal Resolution Form, 10618NAT - Course in Firearms Safety”.
- Trainer and/or Executive Officer QRA, or a representative of the EO QRA, provides a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, or relevant Government Departments that may be able to assist.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

Any costs associated with resolution services, external to QRA Inc. (Training) will be covered by the student.