

Complaints Policy



Complaints process

At NATA Education & Advisory Services (NEAS), we are committed to ensuring that our training and consultancy services meet the highest standards of professionalism and integrity. We value feedback and are committed to resolving concerns in a timely, respectful and fair manner.

Step 1: Initial contact

If you have a concern or complaint about our services, we encourage you to reach out to us directly in the first instance.

Please email us at:  **info@neas.com.au**

Our team will acknowledge your complaint and aim to respond within **5 business days**.

Step 2: Escalation to General Manager

If your concern is more serious or you are not satisfied with the initial response, you may escalate your complaint to the General Manager.

The General Manager will:

- review the complaint in detail
- seek clarification and additional information if required
- attempt to resolve the issue directly and promptly.

You will be kept informed throughout the process, with an expected resolution timeframe of **up to 10 business days** where possible.

Step 3: Referral to the Board

If the matter cannot be resolved by the General Manager or if the nature of the complaint warrants broader governance oversight, the complaint will be referred to the NEAS Board.

- **Urgent complaints** will be presented to the Board immediately.
- **Non-urgent complaints** may be tabled at the next scheduled Board meeting, which occurs **every 3 months**, if deemed appropriate.

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You will be informed of the Board's involvement and provided with a timeline for review and resolution.

Step 4: Independent review

If the complaint remains unresolved after consideration by the Board, or if further impartial review is necessary, NEAS will engage an **external and independent body** to assess and resolve the matter.

We are committed to transparency and accountability and will cooperate fully with any external review body.

Your feedback is important to us.

We believe that listening and responding to complaints helps us improve and deliver better outcomes to our clients, partners, and the wider education community.

If you need support in submitting a complaint or require assistance in another language, please let us know when you contact us.