

# SafeFoodTest.com Appeals and Complaints Policy and Procedures

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## 1. Overview

- 1.1 This policy ensures that all current and prospective registrants/clients of SafeFoodTest.com have access to free, fair, and effective complaints resolution and appeals processes.
- 1.2 There are two separate areas of complaint or appeal: Academic and Non-Academic.

## 2. Scope

- 2.1 Any registrant or client who experiences incorrect, inappropriate, or unfair treatment in their dealings with SafeFoodTest.com is entitled to use the complaints and appeals process, regardless of training location or delivery mode.

## 3. Definitions

- Appeal: A written request for reconsideration of an adverse decision related to certificate program requirements or processes.
- Appellant: A person issuing a complaint or appeal.
- Complaint: A request, other than an appeal, made to SafeFoodTest.com for corrective action relating to its activities.
- Registrant: A person who has completed registration and payment with SafeFoodTest.com.
- Respondent: A person responding to a complaint or appeal.

## 4. Policy Principles

- 4.1 All complaints and appeals will be handled with procedural fairness and respect.
- 4.2 Attempts will be made to resolve matters amicably.
- 4.3 Appellants and respondents will not face discrimination or harassment for participating.
- 4.4 This process does not restrict the right to pursue legal remedies.
- 4.5 SafeFoodTest.com staff will respond within the time limits set by this policy.
- 4.6 Procedures are publicly available via the SafeFoodTest.com website.
- 4.7 Appellants and respondents may be represented by a third party (family, friend, support person) other than legal counsel.
- 4.8 All communications and proceedings remain confidential.
- 4.9 Where appeals relate to suspension of Certificate Status, students may maintain status while awaiting outcome.

4.10 Appellants may formally present their case at no cost.

## **5. Policy Content**

5.1 Appeals and Complaints Committee: Includes the Executive Program Director/CEO and Office Manager. Reviews appeals within 10 working days and issues written outcomes.

5.2 Academic Complaints cover assessments, results, student progress, curriculum, and certificate delivery. The process has four stages: Informal, Formal, Committee Review, and External Agency.

5.3 Non-Academic Complaints cover customer service, administration, marketing, facilities, fees, and welfare. The process has four stages: Informal, Formal, Committee Review, and External Agency.

At each stage, appellants may escalate if unsatisfied with outcomes. Independent external reviewers will evaluate SafeFoodTest.com's adherence to its policies, not make replacement decisions.

## **6. Administrative Procedures**

6.1 Policy and documentation are accessible via SafeFoodTest.com.

6.2 Records of complaints and appeals will be kept for five years, filed separately, and remain confidential under the responsibility of the Executive Program Director/CEO and Office Manager.

6.3 Recommendations for improvements from appeals will be forwarded to the Advisory Committee.

6.4 Policy will be communicated to staff through email, sessions, and induction.

6.5 Recommendations from external reviews will be implemented within 90 days.