

Squash Australia Coach & Official Framework

Complaint & Dispute Resolution Procedure Statement

Process

Candidates with grievances about the conduct of their training program or seeking appeals on their assessment process must be submitted in writing to Squash Australia within 14 days of completion of the training program or on receiving notification of their assessment outcome.

Dispute Resolution Panel

All grievances and appeals will be considered by a Dispute Resolution Panel, appointed by Squash Australia as required. The panel will inform the candidate of the process they use to consider the grievance and the outcome of the deliberations within 30 days of receiving the grievance/appeal.

Outcome

If the dispute is related to the outcome of an assessment task, the participant may be permitted to be re-assessed according to the units that they were deemed incompetent.

An independent Assessor must undertake this re-assessment, at a time suitable to both parties. This process must be completed within six (6) months of the appeal being lodged by the participant.

Further grievances and appeals will be referred to Squash Australia Chief Executive Officer for consideration and decision.

Enquiries

Contact Squash Australia via email at education@squashaus.com.au

