

Insert Name of RTO (as on Training.gov) and Logo

## SMART AND SKILLS CUSTOMER PROTECTION POLICY

(Can refer, or link, to existing Complaints and Grievance Policy or add it here)

<Insert name of RTO> has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the **current Complaints and Grievances Policy** which can be found at . . . and the following procedure:

Procedure:

Procedure:

- Every attempt will be made to resolve any student complaints using the <Insert name of RTO> Grievance and Complaints Policy.

**To purchase the full version of this document follow the links below:**

This document is included in the [Smart and Skilled Student Information](#) or can be purchased as part of the [Smart and Skilled Resource Kit](#)