



APPEALS AND COMPLAINTS PROCEDURE

In the event of a candidate being dissatisfied with an instructor's decision, or has a complaint about an element of training, the following appeals and complaints procedure will be applied:

- The candidate is to register their intention to appeal within 24 hours, to the Director of Triton. Complaints should ideally be submitted within the timeframe. A brief synopsis of the grounds for appeal or complaint should be included at this time.
- The candidate is then required to outline in writing the basis of their appeal and the remedial action they wish to pursue. This should be submitted within 7 days of the incident.
- The appeal will be reviewed in the first instance by a board consisting of 2 of the company directors, one of whom will be a Course Director. Once reviewed they will submit a decision in writing to the candidate and take the appropriate action required. This will be carried out within 7 days of receipt of the appeal.
- Should the decision be unsatisfactory, the candidate will be allowed to submit a follow up letter with the appeal. This will be submitted to a higher appeal body, an independent assessor who will be a Course Director that has not been involved in the training. No new evidence should be submitted at this stage in the proceedings. The internal investigation can go no higher than this and from an organizational point of view the higher appeal body decision will be final.
- Should the candidate still be dissatisfied with the decision, they do of course have the right to speak directly to the governing body PADI. Details of whom to speak to will be provided by us.

D M Jones

Date 1 January 2010