

Complaints and Appeals Policy & Procedures

AVTES strives to deal with issues as soon as they emerge with an open view to attempt to resolve problems through discussion and conciliation in order to avoid further disruption or the need for a formal complaint. Where a formal complaint is made in regard to the services we provide as a measure of quality, we have a policy and process in place to ensure a standard of response is maintained.

Our policy provides for alternate options for most complaints or appeals to be addressed, however, some cases may need external arbitration. The following section describes the policy and process that must be adhered to in dealing with complaints or appeals.

Who May Lodge a Complaint?

- Every client and student of AVTES has the right to complain about their treatment, care or the services provided.
- Complaints are viewed as an opportunity to improve our overall services and increase consumer satisfaction.
- AVTES strives to deal with and is committed to resolving issues as soon as they emerge with an open view to attempt to successfully resolve problems through discussion and conciliation in order to avoid further disruption or the need for a formal complaint.
- All complaints will be dealt with fairly. The process used by AVTES provides clients with an opportunity to have the matter dealt with effectively and efficiently.

How to Make a Complaint

AVTES has a system in place to ensure all complaints are registered and addressed appropriately in line with Government legislation and statutory guidelines.

Students and clients alike are able to make a complaint in 2 ways:-

1. **Verbal Complaints**

Participants are encouraged to raise their concern informally with their Training Co-Ordinator. If the concern is not resolved satisfactorily, the participant has the opportunity to take further action by making a formal complaint in writing.

2. **Written Complaints**

If a participant's concern is not resolved satisfactorily after informal discussions with their Training Co-Ordinator, the participant has the opportunity to take further action by lodging a formal complaint and representing their case at further discussions.

Participants may submit a formal written complaint to the Directors of AVTES on the **Complaint Application** form available from our office. Such complaints should be lodged **within 5 working days from the initial date of informal discussions**.

What Happens Once a Complaint is Lodged?

- When a formal complaint is received, discussions between the Training Co-Ordinator, Program/Department Manager and claimant will be held to consider and determine an appropriate outcome.
- The outcome, including rationale, will then be presented in writing within 14 working days to the claimant.

How do Students/Clients Appeal a Decision?

- If the outcome does not resolve the issue, an appeal (giving sound reasons for requesting reconsideration) is optional for the complainant and can be submitted to AVTES via the completion of an **Appeal Application** form from our office.
- An outcome will then be further determined by the Directors of AVTES or a panel of senior organizational personnel and all parties involved to consider the claim and arrive at an outcome.
- The outcome, including rationale, will be presented in writing within 14 days to the claimant.
- If the issue still remains unresolved, external arbitration is offered to the claimant within 30 days (or upon a timeframe of the moderator). If an external party is required, the claimant is entitled to contact:-

A representative from the Australian Council for Private Education & Training (ACPET)
on ☎ 1800 657 644

What Happens Once a Complaint is Dealt With?

- All actions relating to the grievance will be documented and kept on the participant's training file.
- AVTES **is committed** towards implementing any improvements to its operations and practices in order to avoid substantiated complaints of a similar nature. They will also ensure that all complaints and appeals lodged are recorded and stored in the organisation's **Complaints and Appeals Register** within 30 days of a grievance being satisfactorily resolved.

Confidentiality

AVTES is committed to protecting their client's privacy. It is our policy to protect all personal information (including any complaints and appeals lodged) and ensure its confidentiality.