

COMPLAINTS & APPEALS

Student Handbook Extract

Your right to complain

- Every client and student of AVTES has the right to complain about how they are treated or the service they are provided with.
- We view complaints as an opportunity to improve our overall service and increase the satisfaction of our clientele.
- AVTES is committed to addressing complaints as soon as they emerge in an effort to successfully resolve the complaint through discussion and conciliation.
- All complaints will be dealt with fairly. The process used by AVTES provides the client with an opportunity to have their complaint dealt with effectively and efficiently.

How to make a complaint

The following information should assist you when making a complaint. AVTES has a system in place to ensure all complaints are acknowledged and addressed appropriately in line with Government legislation and statutory guidelines. You are able to make a complaint in 2 ways:

1. Verbal Complaints

Clients are encouraged to raise any concerns they may have informally with their Training Coordinator in the first instance. If the concerns are not resolved the client can take further action by lodging a written complaint.

2. Written Complaints

Clients may submit a written complaint to the Directors of AVTES on the **Complaint Application** form available from our office. The written complaint should be lodged **within 5 working days from the initial date of informal discussions with the relevant Training Coordinator**. If the client has not raised the concern with their Training Coordinator a written complaint can still be lodged and should be done so as soon as possible.

What happens when you lodge a complaint?

- When a written complaint is received, AVTES will contact the client who has lodged the complaint to set up a meeting within 14 days of receiving the written complaint. Discussions between the relevant Training Coordinator, Program/Department Manager and client will take place at that meeting to determine an appropriate outcome.
- The outcome, including rationale, will then be presented in writing within 14 working days to the claimant.

How do I appeal a decision?

- If the outcome does not resolve the issue for the person making the complaint, an appeal (giving reasons for the appeal) is optional for the client. The appeal is to be submitted to AVTES via the completion of an **Appeal Application** form which is available from our office.
- An outcome will then be further determined by the Directors of AVTES and/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 client.
- If the issue still remains unresolved, external arbitration is offered to the claimant to be completed by a date agreed upon by the parties, but no more than 90 days from the date of the appeal decision. If an external party is required, the claimant is entitled to contact:

- **Australian Skills Quality Authority (ASQA)**
- **National Training Complaints Hotline**
- **Skilling Australia National Training Complaints Hotline**

www.asqa.gov.au/complaints
Ph; 1800 00 674
Ph: 13 38 73

What happens once a complaint is dealt with?

- All documentation relating to the complaint will be kept on the client's training file.
- AVTES **is committed** to making any improvements that may be required to its operations and practices in order to avoid substantiated complaints. AVTES 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 complaint or appeal being satisfactorily resolved.