

AMC Training & Consulting

Client Complaints and Appeals Procedures



Comments and complaints may be received verbally or in writing and if necessary may generate an *AMC Comment, Complaint & Suggestion for Improvement Form*.

Nature of Complaint and Initial action

- Where a participant has a complaint relating to the application and/or enrolment process he/she should, in the first instance, approach the RTO Training Manager.
- Where a participant has a complaint or appeal relating to assessment and/or reporting he/she should, in the first instance, approach his/her trainer/assessor or the RTO Training Manager.
- Where a participant has a complaint relating to the quality of delivery, course content and/or teaching and learning practices he/she should, in the first instance, approach his/her trainer/assessor or the RTO Training Manager.
- Where a participant has a complaint relating to behaviour and/or discipline or matters relating to other participants he/she should, in the first instance, approach his/her trainer/assessor or the RTO Training Manager.
- Where a participant has a complaint which does not fall in any of the above categories he/she should, in the first instance, approach his/her trainer/assessor or the RTO Training Manager.
- As a general statement of RTO policy, participant should feel free to approach any member of staff with regards to airing any complaint. However, participants must realise that certain policies and practices are followed by the RTO in order to ensure that complaints are dealt with efficiently, confidentially, consistently, fairly and justly.

The process for dealing with comments and complaints are as follows

- Receive the Complaint / Comment
- Acknowledge the complaint/comment within 3 business days in writing
- Investigate the comment/complaint (e.g. by Director or appointed staff or trainers meeting)
This investigation will involve giving anyone subject to a decision by our RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made.
- The person undertaking the investigation will not be a person who is part of the allegation
- Make changes or suggestions to improve the service as required
- Feedback given to complainant regarding outcome from comment will be given within 30-60 days. If the investigation and process will take longer than this, there will be regular monthly updates about what is happening with regard to the complaints investigation.
- Comment forms are filed in a Complaints and Compliments folder

Confidentiality of Complaints

All concerns will be handled in the strictest confidence and, if necessary, will be referred to expert help outside the organisation. No information or documentation provided will be handed over to an outside organization without permission. The lodging of a grievance will not affect a student's ability to continue studying or receive other services they are eligible for from the organization.

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Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways, leading to a nationally recognised qualification or Statement of Attainment under the Australian Skills Quality Authority - Standards for Standards for Registered Training Organisations 2015.

A fair and impartial appeals process is available to all participants. If a participant wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer/Assessor. If the participant wishes to proceed with the appeal, then the participant should complete an appeal application in written form, addressed to the Training Manager or Director.

The appeal application should be received by the Training Manager or Director, no later than 21 days after the completion of the assessment.

All appeals are recorded in writing and the result of the appeal process will also be communicated to the participant in writing, including reasons for the decision made within 30-60 days.

Grounds for Appeal

An application for appeal will be considered where:

- a participant claims a disadvantage because the trainer did not provide a subject outline;
- a participant claims disadvantage because the trainer varied, without consultation or in an unreasonable way, the assessment requirements as specified in the subject outline;
- a participant claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- a participant is of the view that a clerical error has occurred in the documenting of the assessment outcome; or
- a participant claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned. If required, the appeal will be heard by an independent person or panel. Costs up to \$200 will be met by AMC, and any other costs will be paid jointly. Ask the Director or Training Manager about the independent person if you need further information. You may also contact the Department of Education Training and Employment on 1300 369 935.

All appeals are recorded and reviewed at Training Management Meetings.

The appeals process will allow the participant to formally present their case. The appeal may be heard by an independent person or panel if requested. A copy of this communication is also kept on file, both on the Complaints Register and in the participant's individual file.

Compliments Complaint & Suggestions for Improvement Form

For use by students, staff and other customers to record suggestions, compliments and complaints

Your Personal Information (Write 'Anon' if you wish to stay anonymous)			
Name: Mr / Mrs / Miss / Ms / Dr			
Please circle		Employee	Student
		Other (please specify)	
Mailing Address			Post Code:
Phone	Home:	Mobile:	Work:
Email			
Type of issue you are making Compliment or complaint about			
Tick appropriate box	Comment/ Complaint		Compliment
	<input type="checkbox"/>	Attitude or rudeness	<input type="checkbox"/> Staff kindness & helpfulness
	<input type="checkbox"/>	Waiting time or access to staff	<input type="checkbox"/> Good quality of communication
	<input type="checkbox"/>	Inadequate information	<input type="checkbox"/> Excellent information about services
	<input type="checkbox"/>	Other (please specify)	
Details of your Compliment, Comment or Complaint			
When did you notice the issue?		Date / / 20	Time: am/pm
Please describe the events which have led to your complaint. Please try and cover the following points What happened Where it happened Who was involved (include names) Any other information you feel relevant			

Suggestion For Improvement

How can we improve?

(Attach additional information if not enough room to write here)

This section is to be completed by the receiving AMC representative as soon as possible.

Serious complaints and issues must be notified immediately to the Director.

Assess the Compliment, Complaint or Suggestion for Improvement

What are the findings

Action Plan

The receiving AMC representative is responsible for ensuring actions are completed and documented on the AMC CQI Register, then notifying the reporting person. The Director is responsible for follow-through of actions in a timely manner.

Action to be taken (Please tick box & write details)	By Whom	When complete
<input type="checkbox"/> Person making report contacted and counseled		
<input type="checkbox"/> Staff counseling / performance management		
<input type="checkbox"/> Student Counseling / Discussion		
<input type="checkbox"/> Compliments forwarded to people complimented		
<input type="checkbox"/> Suggestion for improvement raised on CI Plan		
<input type="checkbox"/> Other		
<input type="checkbox"/> If no action taken, briefly explain why		

Name of AMCT Representative	Signature
Position:	Date Closed