

AMA Policy 1.24

COMPLAINTS PROCESS

Overview: Ensure that learners have access to a fair mechanism in relation to the handling of complaints.

RTO Standards Clauses 6.1 – 6.5

A complaint can be defined as a statement expressing discontent with the conduct of the RTO, its trainers, assessors or other staff.

AMA staff are responsible for responding appropriately to complaints and resolving the issue as appropriate.

Learners should be encouraged to raise their complaint in the first instance directly with the person concerned although may wish to discuss the matter and seek resolution with the Training Coordinator or a senior staff member within the RTO.

A formal complaints process is activated where in the opinion of the Manager or Training Coordinator, the severity of the concern is such as to warrant a formal review. As a general rule, the complaint should be lodged in writing.

In dealing with all complaints, AMA should ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint.

As a general rule, complaint should be dealt with within 14 working days from the registered date of the complaint. If the complaint cannot be dealt with within that timeframe the complainant should be contacted to advise that the complaint is still under review. Where it is considered that more than 60 calendar days will be required to process and finalise the complaint, the complainant is to be informed in writing including reasons why more than 60 days are required. In such cases, there should be regular contact with the complainant to advise progress.

The AMA complaints policy is referenced in the Trainee handbook and available on the AMA website.

Complaint Procedures

- A formal complaint must be submitted to the AMA Manager by the complainant detailing the relevant complaint in writing.
- The complaint is formally recorded on the complaints register by the AMA Coordinator.
- The complainant may at anytime prior or during the process consult the AMA staff involved in the complaint process on progress with the complaint.

- Where appropriate, complaints will be resolved by the AMA Coordinator. If this person does not believe they can handle the complaint in an impartial way, or have been directly involved in the matter under complaint, it will be referred to a more senior person in the AMA Manager.
- The AMA Coordinator will forward the detailed record of complaint to this independent person. The Manager may interview the complainant, staff, or determine the merits of the complaint provided by the AMA Coordinator.
- Should an incident arise where the Manager is not available throughout the process, the appointed authorised person for the position will be called upon.
- Once a decision is made the complainant is formally advised in writing by the Manager detailing the outcome and reason for the decision. The complainant will be advised of the option to refer the complaint to the Training Accreditation Council if not satisfied with the outcome and reason for decision or to Apprenticentre if the student is on a Traineeship.
- The AMA Training Coordinator will be responsible for any action required to address reviews or improvements to its operations and practices.
- All documentation relating to the complaint and outcome of the decision will be held in a secure storage by the AMA Training Coordinator.

COMPLAINTS PROCESS

AMENDMENT AND AUTHORISATION

Date of Issue/Revision	Description of Amendment	Reviewed (Coordinator)	Authorised (Manager)
28/10/03	Policy and Procedure Issued Version 1	Samantha Thompson	Noelle Jones
14/04/08	Policy and Procedure Reviewed Version 2		Geoffrey Jones
02/02/09	Policy and Procedure Reviewed		Geoffrey Jones
13/01/10	Policy and Procedure Reviewed	Chris Dias	Geoffrey Jones
17/01/11	Policy and Procedure Reviewed	Chris Dias	Geoffrey Jones
18/02/2012	Policy and Procedure Reviewed	Samantha Thompson	Geoffrey Jones
18/12/2012	Policy and Procedure Updated Version 3	Samantha Thompson	Geoffrey Jones
08/04/2013	Policy and Procedure Reviewed	Samantha Thompson	Geoffrey Jones
04/02/2014	Policy Updated V4	Geoffrey Jones	Geoffrey Jones
07/05/2015	Policy Updated V5		Geoffrey Jones