

Complaint Process

AMA Services (WA) Pty Ltd's complaints handling process ensures that all complaints are treated with fairness, neutrality and confidentiality.

Trainees and Employers are able to access the complaints handling process at no cost.

Process

- A formal complaint must be submitted using the complaint form, available from the Coordinator of the ISMAA Program (mentor@amawa.com.au).
- The complaint is formally recorded on the electronic complaints register by the Coordinator of the ISMAA Program, with advice of receipt of the complaint sent to the complainant.
- The complaint will then be forwarded to the Program Manager who will ensure it is reviewed within the determined timeframe.
- Where appropriate, complaints will be resolved by the Coordinator of the ISMAA program. 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, then it will be referred to the Program Manager.
- The Coordinator or Program Manager will undertake an investigation into the complaint by interviewing the complainant, staff, or any persons with information in relation to the complaint.
- Once the investigation process has been completed the Program Manager will make a decision and the complainant will be advised in writing of the decision and of any subsequent action required of the complainant to implement the decision.
- The Coordinator or Program Manager will formally advise the complainant in writing by a statement detailing the outcome and reason for the decision.
- The Program Manager will be responsible for any action required to address reviews or improvements to its operations and practices.
- If the complainant is not satisfied with the outcome of the review, they are able to seek further assistance from the Department of Education and Training's Skilling Australia Information Line (133873).