

## Complaints, grievances and appeals

Each student has the right to register a formal complaint, grievance or appeal. We take every complaint seriously and endeavor to provide a satisfactory solution.

Adept Training regards each complaint, grievance and/or appeal as strictly private and confidential. All complaints, grievances and appeals are processed as received without bias. Including complaints, grievances, and appeals against any third party arrangements i.e.: providers delivering training course/programme in partnership with Adept Training. A list of all third party arrangements Adept Training has with other RTO's and organisations is publicly available - contact our office for a copy of this information.

Complaints, grievances and appeals are documented in writing and the following procedure is followed:

Complaints, grievances and appeals will be dealt with in a professional and timely manner.

- Complaints, grievances and appeals are confidential and will only be discussed with management and the party or parties involved.
- If you lodge a complaint, grievance or appeal verbally you will be provided with the appropriate form to lodge the complaint, grievance or appeal in writing.
- If you wish to lodge an anonymous complaint you may send correspondence to Adept Training 83 Marion St Harris Park NSW 2150.
- Complaints, grievances and appeals will be addressed immediately.
- The Director will be made aware of each complaint, grievance or appeal within 48 hours of receiving it.
- A written statement of the outcome will be given to the student that lodged the complaint, grievance or appeal within 60 working days.
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter.
- Once complaints and appeals are finalised, they are presented to the management team, where they are reviewed to see if there is a need to change any procedures or practices.
- All complaints and appeals are recorded on a register that includes relevant details to allow analysis of matters over time and identify any common factors that may need action.

To send a complaint to Adept Training please download and complete the PDF form on this page.

Complaints made against Adept Training may be lodged with the registering body, Australian Skills Quality Authority (ASQA), by completing ASQA online complaint form at. For more information please go to <http://www.asqa.gov.au/complaints>

A mediator can be provided by Newbery Consulting. Adept Training agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the cost of the complainant or appellant.

For the full complaints procedure please refer to the student handbook located under the student information tab

## COMPLAINTS OR GRIEVANCES FORM

## COMPLAINTS, GRIEVANCES AND APPEALS FORM

Course name: \_\_\_\_\_ Code: \_\_\_\_\_

Complaint made by: \_\_\_\_\_

Lodged by: \_\_\_\_\_ Date: \_\_\_\_\_

Contact No : \_\_\_\_\_ Mob: \_\_\_\_\_

Email: \_\_\_\_\_

Complaint or Grievance details: (please provide a detailed description or explanation of event or circumstances)

[Use extra paper if necessary and attach]

Please supply the name of all persons involved (where relevant):

What is the desired outcome in regards to this matter?



Office use:  Received by: _____ Date: _____
Name of person dealing with this matter: _____ Have all persons involved been notified? Y / N      NOTE: All documents must be given to the office
Have you: <input type="checkbox"/> spoken / meet with all persons involved <input type="checkbox"/> reviewed the clients file <input type="checkbox"/> discussed matter with facilitator <input type="checkbox"/> sought advice externally (if necessary)
Conclusion or ongoing:
Outcome or proposed outcome:
Complaint resolved:  Name: _____ Sig: _____ Date: _____