

COMPLAINTS AND APPEALS FORM

What is a complaint?

A complaint is an expression of dissatisfaction about a service delivered by Training Specialists Australia (RTO ID 21811). This may be related to:

- Individual(s) employed by Training Specialists Australia
- Student(s) with whom you interact with as part of a course with Training Specialists Australia
- Any other individual(s) with whom you have contact with as part of your course
- Training and assessment
- Student and support services received
- Access and equity
- Discrimination, vilification and harassment
- Workplace Health and Safety
- A system, policy or process of the RTO

Who can make a complaint or appeal a decision?

Anyone can make a complaint. Students enrolled, or seeking to enrol, in a course with Training Specialists Australia or a third party, parents and caregivers, employers and internal staff are all entitled to access the complaints and appeals process.

When and how should I make a complaint or appeal?

Wherever possible, complaints should be made as soon as possible following an incident or event. We encourage informal complaint resolution as the first stage in the complaints handling process, however recognises that in some circumstances this may be inappropriate. If you are unsure whether you should make a complaint, or how to raise your complaint, please contact the head office (details below).

To submit a formal complaint, please fill in the green sections on this form and submit the completed form by:

- Calling 1300 783 220 and requesting to speak with the Operations Manager
- Emailing a copy of the form to info@trainingspecialists.net
- Mailing the form, marked to the attention of the Operations Manager, to:
413 King Georges Road
Beverly Hills NSW 2209

What can I expect once I've made a complaint or appeal?

Within 5 working days you will receive written acknowledgement of the complaint/appeal. The acknowledgement will come via the email provided and will include:

- A reference number for the complaint or appeal
- The relevant internal Complaints and Appeals policies and procedures
- Contact information for the assigned Reviewer who will investigate your complaint

If you wish to submit a formal complaint, please complete sections A, B, C, D and E.

If you wish to appeal a decision made previously, please complete sections A, C, D and E.

Complaints and Appeals Form

PART A: COMPLAINANT INFORMATION			
Given Name(s)		Surname	
Contact Number		Email Address	
Who is complaining	<input type="checkbox"/> Prospective/enrolling student <input type="checkbox"/> Staff member <input type="checkbox"/> Current student <input type="checkbox"/> Employer representative <input type="checkbox"/> Past student <input type="checkbox"/> Job Agency representative <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> Other:		
Organisation the complaint relates to	<input type="checkbox"/> Training Specialists Australia Pty Ltd (RTO ID 21811) <input type="checkbox"/> Third party, please specify:		

PART B: INFORMAL COMPLAINT RESOLUTION	
Have you discussed this matter with a staff member?	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>(go to part C)</i>
When did you first discuss the matter?	
Who did you discuss the matter with?	
What were the results or outcomes from your discussion?	

PART C: FORMAL COMPLAINT OR APPEAL		
What does your complaint/appeal relate to? Please tick all that apply.		
<input type="checkbox"/> Trainer(s) <input type="checkbox"/> Other student(s) <input type="checkbox"/> Staff member(s) <input type="checkbox"/> My employer <input type="checkbox"/> A third party <input type="checkbox"/> Other:	<input type="checkbox"/> Training and/or assessment <input type="checkbox"/> Training resources <input type="checkbox"/> Assessment tools <input type="checkbox"/> System, policy or procedure <input type="checkbox"/> Something <input type="checkbox"/> Other:	<input type="checkbox"/> Mistreatment <input type="checkbox"/> Bullying and/or harassment <input type="checkbox"/> Discrimination <input type="checkbox"/> Access and equity <input type="checkbox"/> Privacy and personal information <input type="checkbox"/> Other:
Please provide details of your complaint or appeal as a written statement. If you need additional space, please attach the document to the end of this form.		

PART C: FORMAL COMPLAINT OR APPEAL

PART D: EXPECTED OUTCOMES

What would you consider a satisfactory resolution of your complaint or appeal?

PART E: PRIVACY NOTICE AND DECLARATION

Information provided in lodging your complaint or appeal may need to be divulged to persons with direct involvement. This may include information you have provided being sent to individuals who form the basis of your complaint for their response. We cannot guarantee provisions of anonymity, particularly when the complaint concerns named individual(s). If you have concerns about this occurring, please tick the box below and the Operations Manager will call to discuss the matter with you before any further action is taken.

- I have concerns about information being provided to other parties and I would like to discuss this before any further action is taken.

Complaints and Appeals Form

OFFICE USE ONLY			
Complaint Received By:		Date of Receipt:	
Assigned Reviewer:		Register Number:	

ACTION AND MONITORING		
Receipt of completed Complaint/Appeal (within 3 business days)	Date	Initial
Complaint/appeal logged in the Complaints and Appeals Register Register Number noted on the Complaints and Appeals Form Reviewer assigned and the complaint referred Written acknowledgement has been issued to the complainant Evidence of acknowledgement issued in the relevant Complaints folder		
Initial Communication (within 5 business days)	Date	Initial
Contact made with the complainant to clarify complaint details and process Log or evidence of communication saved in the relevant Complaints folder		
Initial Investigation and Meeting (within 10 business days)	Date	Initial
Details of the complaint/appeal confirmed Named individual(s) given a chance to respond to the complaint Initial meeting held to discuss with the complaint with all parties Solution found and remedied Details of solution documented and communicated to all parties in writing		
Recommendations (within 20 business days)	Date	Initial
Parties advised of recommendations for resolution and invited to submit feedback on the recommendations by a nominated due date		
Further investigation (within 30 calendar days)	Date	Initial
Referral to another staff member, please specify: Referral to an external body, please specify: Referred for mediation, please specify mediator:		
Final report and decision (within 60 calendar days)	Date	Initial
Decision and right to appeal the decision communicated to complainant Decision and right to appeal the decision communicated to other parties If no decision has been reached, parties are informed in writing of the delay		
Monitoring (after complaint resolution)	Date	Initial
Opportunity for Improvement Form completed; OFI number: Opportunity for Improvement implemented Actioned at monthly Quality and Compliance meeting Policies and procedures updated Policies and procedures implemented		