

CLIENT COMPLAINTS RESOLUTION PROCEDURE

PURPOSE

This procedure provides guidance and the steps for managing client complaints. ATEC is committed to ensure any complaints are dealt with and resolved within a timely manner and feedback is provided to the client.

SCOPE

As a client you are able to make an informal or a formal complaint.

If you are not satisfied with the outcome of an informal complaint you may lodge a formal written complaint which will need to provide factual accounts of the issues or events. Formal complaints will be actioned by the relevant ATEC manager.

RESPONSIBILITIES

All parties involved in a complaint resolution process should ensure that discussions are limited to the details of the complaint and that they act within their role in using the Client Complaints Resolution Procedure. It is expected that all parties maintain confidentiality.

Clients should:

- be familiar with the Client Complaint Resolution Procedure;
- only make genuine and accurate complaints.

Relevant ATEC staff have the responsibility to:

- ensure confidentiality;
- act within the constraints of legal obligations to disclose information;
- ensure as far as possible that there is no victimisation of complainants, witnesses or anyone involved in the complaints resolution process;
- ensure that all complaints, where formal complaint resolution is sought are forwarded immediately to the relevant manager.

Managers in addition to the above have the responsibility:

- to ensure that clients are provided with information about the complaint resolution process;
- that staff are provided with appropriate awareness, information and support regarding the process;
- to treat all complaints seriously and investigate as required;
- to follow the principles of natural justice (The complainant is given the opportunity to be heard and respond to the issues, and the person making the decision is impartial, and can reasonably be seen to be so.)
- to ensure that feedback mechanisms are available to clients.

RECORDS

All written records related to client complaints are of a confidential nature and stored securely in accordance with ATEC's Control of Records Procedure.

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COMPLAINTS PROCESS FOR CLIENTS

Step 1

Raise matter directly:

- RTO clients by talking to your Trainer/Case Manager or the appropriate RTO staff member.
- GTO Host Employers by contacting your allocated Field Officer/Consultant. If unresolved contact the Group Training Manager directly.
- Finance/Accounts matters by emailing accounts@atec.asn.au
- ATEC general feedback by emailing atec@atec.asn.au or write to us at:

ATEC – Adelaide Training & Employment Centre
PO Box 754
Port Adelaide SA 5015

Step 2

- **RTO**
If you feel the Trainer/Case Manager or staff member has not resolved your issue you may raise a formal complaint by completing a Client Complaint Form or providing a written letter and forward to the Education and Compliance Manager or the Community Services Manager.
- **GTO**
If Group Training have not resolved the issue to your satisfaction you may raise a formal complaint by completing a Client Complaints Form or providing a written letter and forward it to the CEO at ATEC.

When raising formal complaints as much detail of the issue or event is needed to ensure the matter is dealt with appropriately.

The Client Complaints Form is available via the ATEC Website.

Step 3

You will receive acknowledgement of receipt of your written complaint within 5 working days.

Step 4

The complaint will be investigated and you may be contacted for more information. Once an outcome has been reached, you will be advised in writing. ATEC will endeavour to finalise complaints within a reasonable time frame as soon as practicable. If resolution is expected to be longer than 60 days you will receive notification in writing and will be kept up to date throughout the process.

Refer page 5 of this document to reference the process to be followed by ATEC staff and managers.

Step 5

If your issue has still not been resolved we ask that you contact the CEO on 1300 112 832.

Step 6

If the matter is still unresolved you may contact the appropriate governing body for advice, information or conciliation.

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Supporting governing bodies

1. Training Services:

Skills for All

Infoline: 1800 506 266

Email: skillsforall@sa.gov.au

The Office of the Training Advocate

Ground Floor West

55 Currie Street, Adelaide

Office hours:

Monday to Friday 8:30am - 5:30pm

Free Call 1800 006 488

This number is monitored after hours

Email: trainingadvocate@sa.gov.au

Website: www.trainingadvocate.sa.gov.au

Australian Skills Quality Authority (ASQA)

<http://www.asqa.gov.au/complaints/complaints.html>

National Training Complaints Hotline

Phone: 13 38 73

Monday to Friday 8:00am - 6:00pm

Email: skilling@education.gov.au

2. Group Training Services:

Traineeship and Apprenticeship Services (TAS)

Free Call: 1800 673 097

The Office of the Training Advocate

Free Call 1800 006 488

Email: trainingadvocate@sa.gov.au

Website: www.trainingadvocate.sa.gov.au

3. Privacy Information:

Office of the Australian Information Commissioner (OIAIC)

Free Call: 1300 363 992

If calling from outside Australia: +61 2 9284 9749

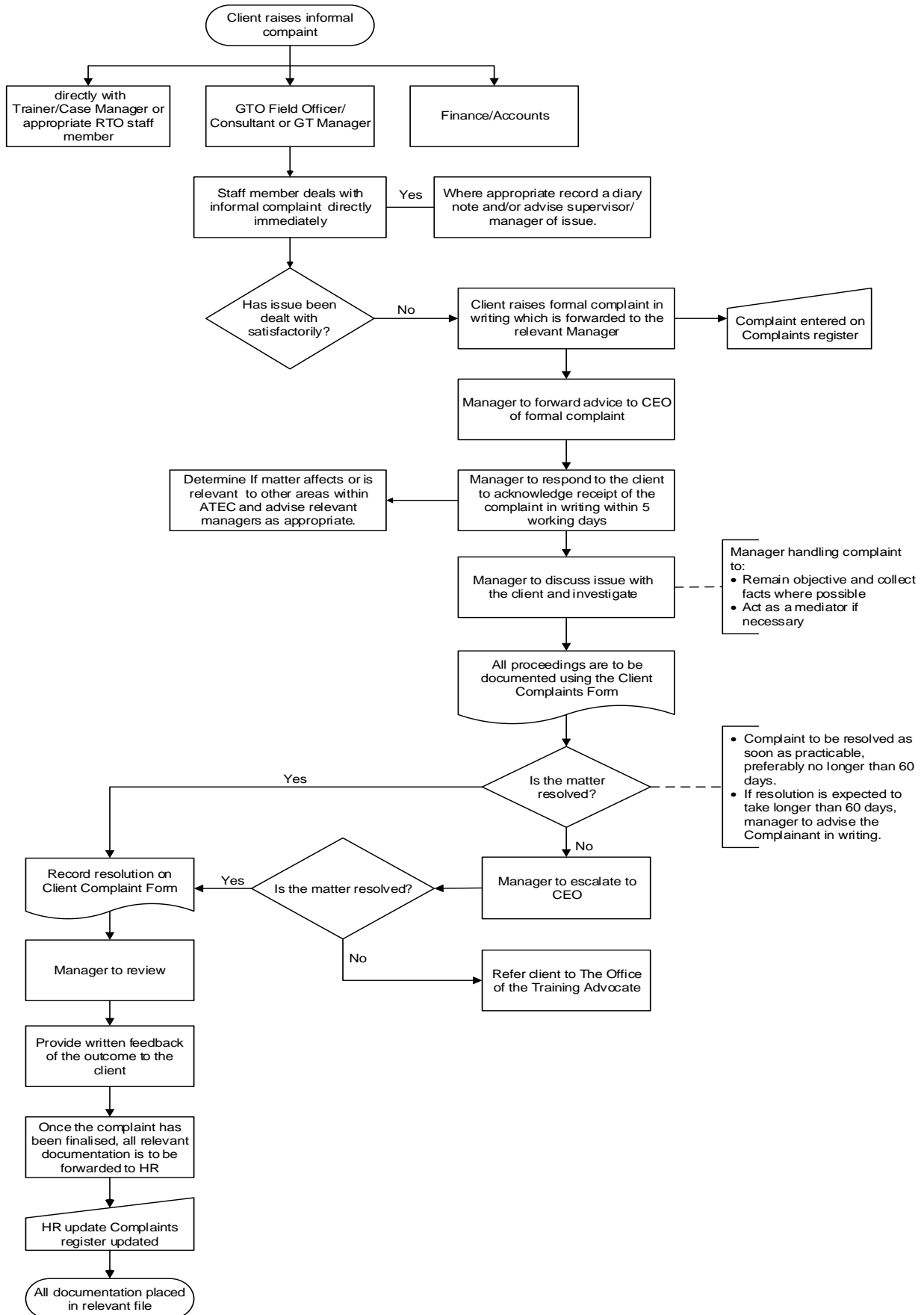
For assisted contact: <http://www.oaic.gov.au/about-us/contact-us-page>

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

CLIENT COMPLAINTS RESOLUTION PROCEDURE

CLIENT COMPLAINTS HANDLING PROCESS FOR ATEC STAFF/MANAGERS



CLIENT COMPLAINTS RESOLUTION PROCEDURE

DOCUMENTATION

Grievance Policy [SUP-POL-006](#)

Customer Service Standards [SUP-POL-034](#)

Client Complaints Form [SUP-FRM-053](#)

REFERENCES

Standards for Registered Training Organisations (RTOs) 2015, Standard 6

Training and Skills Development Act 2008 SA