



COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Policy

At AMPT Services we are committed to providing a pleasant and safe work environment for all trainees, clients and visitors. We acknowledge, however, that things do not always go smoothly and that trainees and clients can sometimes feel aggrieved regarding their training and/or assessment. A trainee may have a complaint and/or appeal about an assessment decision that they feel is unfair, discriminatory or unjustified; and a client may have a complaint about information or services with which they have been provided.

Procedure

The purpose of this procedure is to ensure the effective management and processing of complaints and/or appeals. Complaints and/or appeals may come from various sources i.e. stakeholders, trainees, clients and/or trainers and assessors.

Generally, appeals are normally associated with the trainee who has doubts about the reliability and the fairness off the assessment they have undertaken and wishes to discuss options to ensure they have a fair go.

It is generally accepted that best practice occurs, when a complaint and/or appeal can be resolved in the first instance by the assessor and/or supervisor, this is the preferred option. However, if a solution cannot be found, accessing the complaints and appeals form (F-RTO-007) enables the complainant and/or appellant in conjunction with an AMPT Services staff member the right to access further investigations into the issue and ensures all aspects of the issue/s are recorded, processed and reported.

Key elements of handling Complaints and Appeals

This procedure provides for a trainee or client to have their complaints and/or appeals addressed. The following are the key elements of the AMPT Services Complaints and Appeals handling procedure:

- **Impartiality** – If a complaint and/or appeal is made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the investigation is complete. If a complaint is made against a trainee, their rights will be protected and they will be given an opportunity to give their side of the story.
- **Confidentiality** – The complainant and/or appellant may feel secure that AMPT Services will maintain the level of confidentiality that the complainant requires.
- **Victimisation** – Management will make every endeavour to ensure that a complainant is not victimised in any way. If any form of victimisation does occur, appropriate action will be taken.
- **Timeliness** – Each complaint and/or appeal will be dealt with immediately and finalised within as short a time period as possible. Every endeavour will be made to ensure that all complaints are finalised within two weeks. Where AMPT considers more than 60 calendar days will be required to process and finalise the complaint or appeal then the complainant\appellant shall be notified in writing, the reasons why more than 60 calendar days are required. AMPT must also give the complainant\appellant regular update on the progress of the matter.

AMPT will securely maintain all records of all complaints and appeals and their outcomes. Corrective action shall be taken to eliminate or mitigate the likelihood of any reoccurrence.

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ALIGNED FORMS		LOCATION
Complaints and Appeals Form	F-RTO-007	RTO Operations Folder

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