

Client Complaints and Appeals

Train Me RTO will act upon any substantiated complaint or appeal; these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities. The data entry responsibility lies with the National Training Manager.

A participant can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a participant is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer in an attempt to quickly resolve the issue.

If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then the National Training Manager is available to discuss the issue.

Should the complaint or appeal not be resolved in the first instance, then the participant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form these forms are available from the Trainer, or the National Training Manager.

This formal complaint or appeal will be entered into our Complaints and Appeals Register for tracking purposes. This is the responsibility of the National Training Manager.

Should the nature of the complaint refer to criminal matters or where the welfare of participants is in danger, Train Me RTO will, with the permission of the participant, seek assistance from other authorities such as the Police, legal representative or other parties as appropriate. Participant confidentiality will be maintained at all times as is consistent with NSW Law. Engagement of external assistance will be the responsibility of the CEO and the National Training Manager.

Upon Train Me RTO's receipt of the formal complaint or appeal, the National Training Manager will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the National Training Manager. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

The suitable independent person or panel, will need to be agreed upon by both the participant and Train Me RTO, this could include another external Trainer / Assessor, or it could include an independent commercial mediator. Costs for the independent person or panel will be borne by Train Me RTO. The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

ASQA provides information on its complaints handling process at:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Please note, that the ASQA website advises that some complaints about refunds may be directed to the NSW Office of Fair Trading Ph. 133 220.

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