

Complaints Process

What are complaints?

A **complaint** is any expression of dissatisfaction with an action, product or service of Training Services Australia.

Matters about which complaints may be made include, but are not limited to:

- Information provided to clients by TSA
- Delivery of training by TSA
- Treatment by TSA staff or trainers
- Assessment methods or processes
- Facilities or premises
- Record keeping
- Qualifications / statements of attainment that have been issued / not issued
- Training and assessment resources

Who can make a complaint?

A **complaint** may be lodged by:

- Any TSA client (including students)
- TSA staff members
- Industry personnel
- Other members of the community

How can I make a complaint?

The procedure for making a complaint is described below:

1. Discuss your issue / complaint with:
 - The TSA staff member involved, and/or
 - A TSA Training advisor, and/or
 - The Principal of TSA

If this person is unable to resolve the issue / complaint, they may refer you to another TSA staff member who is able to help.

2. If the complaint is not resolved to your satisfaction, you may wish to formalise it by putting your complaint in writing on TSA's **Complaints and Appeals Form**. This form can be downloaded from the TSA website, emailed to you, or printed for you.

Please contact TSA Administration if you require assistance to access a copy of this form.

The completed form may be submitted by email, mail or by hand, and should be marked for the attention of the Principal of Training Services Australia.

3. The TSA Principal will acknowledge the receipt of your complaint within 7 days of receiving it and will begin an investigation. The investigation may include:
 - Speaking with you about the complaint
 - Speaking with the relevant TSA staff members / facilitators
 - Seeking external advice
4. The TSA Principal will advise you, in writing, of the outcome of the investigation within 21 days of receiving the complaint in writing.
5. If you are not satisfied with the outcome of the investigation, you may refer the matter to the Australian Skills Quality Council (ASQA) complaints team. Details about how to lodge a complaint with ASQA can be obtained from the ASQA website.

Version 1.0.0, 20 July 2011