

Procedure for Handling Complaints/Appeals

Definition in the complaints/appeals procedure

Word/Term	Definition
Complainant	A person who lodges a complaint Complaints lodged by staff are out of scope of this policy and procedure
Informal Complaint	A concern that is expressed without initiating a formal complaints process
Formal Complaint	A formal expression of dissatisfaction relating to some aspect of the conduct of Affordable Industry Training operations, services, staff or other students
Complaint Co-ordinator	RTO representative responsible for investigating and reporting on complaints lodged. The contact person to liaise with the complainant

Grievance/Appeal procedures are designed to resolve differences and bring about benefits with due regard for the interest of the trainee and Affordable Industry Training. The procedures are based upon conciliation and mediation rather than arbitration.

On initial receipt of an informal complaint the trainer will listen to the complainant and make a determination as to whether there is any validity to the complaint. This must be done in an open non-defensive and receptive manner. If possible, the informal complaint is to be resolved at this stage, without compromise to the integrity of the competency standards or Affordable Industry Training.

If the informal complaint cannot be resolved at this time or if the complaint is of a nature to preclude the assessor from making an objective decision e.g.: Conduct of the Assessor/staff, then the complaint is to be immediately directed to the Complaints Co-ordinator of Affordable Industry Training for action by completing a formal complaint. You can request a formal complaints form from the office by emailing admin@affordableindustrytraining.com.au or download the form [from https://affordableindustrytraining.com.au/wp-content/uploads/2025/06/Complaints-form-.pdf](https://affordableindustrytraining.com.au/wp-content/uploads/2025/06/Complaints-form-.pdf). The form is to be filled in by the complainant with full details of the complaint with any required attachments and return by email.

The complaint is then to be reviewed by the Complaints Co-ordinator or a staff member determined by the Complaints Co-ordinator and a determination made as to the validity of the complaint. This must be done as soon as possible but must be completed within 14 days of receipt of the Formal Complaint.

The complainant must then be notified of the result of the review and a full explanation of the reasons for the decision on the response form. A copy of the results and any correspondence to the complainant is to be made and filed in the students file, with copies retained by the RTO.

The RTO must include in the correspondence to the complainant information that if they are not satisfied with the result of the review a further request for review can be made to the owner of Affordable Industry Training who will then forward the details of the complaint to an independent person (someone not involved in the process to this stage) who will check the validity of the reasons for the decision and reply within 14 days.

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In the event that a complaint or grievance cannot be resolved internally, an outside party may be engaged to review the complaint and communicate with the relevant parties to reach a satisfactory outcome. Any costs charged by the outside party will be covered in a 50/50 split between both the complainant and Affordable Industry Training.

If the complainant is still not satisfied with the outcome they can submit a complaint to the below governing bodies.

- Australian Skills Quality Authority: 1300 701 801
- Training ombudsman Queensland: 1300 306 699 or www.ombudsman.qld.gov.au
- Office of fair Trading: 13 74 68 or www.fairtrading.qld.gov.au