



AMA Apprenticeship & Traineeship Services Complaint Handling Procedure

1. Purpose

AMA Apprenticeship & Traineeship Services will ensure that Australian Apprentices, employers and/or any other interested parties have a fair, transparent and accessible process for the handling of complaints.

2. Scope

AMA Apprenticeship and Traineeship Services (AMA ATS) Complaints Handling Procedure applies to matters which could include:

- Breaches of the Australian Apprenticeship Support Network Provider Code of Conduct;
- Issues regarding the quality of Services provided by AMA ATS;
- Issues regarding Conflicts of Interest;
- Service delivery issues; and
- Eligibility for payments.

The Trade Support Loans Program has a standalone review process, underpinned by the Trade Support Loans Act 2014. Where an Australian Apprentice, employer and/or any other interested party has an issue regarding a Trade Support Loan, AMA ATS staff will direct them to this independent process.

Where a complaint is outside its domain, AMA ATS will assist Australian Apprentices, employers and/or any other interested parties by providing them with accurate referral to the most appropriate body.

3. Procedure

- 3.1 Australian Apprentices, employers and/or any other interested parties are encouraged to raise an informal complaint in the first instance directly with the person concerned, although where they wish not to do so, they may wish to discuss the matter and seek resolution with the AMA ATS Administration Manager or AMA ATS Manager.
- 3.2 A formal complaints process can be activated at any time by an Australian Apprentice, employer and/or any other interested party, or where in the opinion of the AMA ATS Administration Manager or AMA ATS Manager, the severity of the informal complaint warrants a formal review.



- 3.3 A formal complaint must be submitted to the AMA ATS Manager by the complainant detailing the relevant complaint in writing. AMA ATS will acknowledge receipt of the formal complaint in writing.
- 3.4 AMA ATS will record each formal complaint on the Department of Education and Training's template Complaints Register, and provide this where requested.
- 3.5 In dealing with all complaints, AMA ATS will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint.
- 3.6 Where appropriate, complaints will be resolved by the AMA ATS Manager. Where this person does not believe they can handle the complaint in an impartial way, or have been directly involved in the matter under complaint, it will be referred to the AMA Services (WA) General Manager - Health and Community Services.
- 3.7 Where 3.6 applies, the AMA ATS Manager will forward the detailed record of complaint to the General Manager-Health and Community Services, who may interview the complainant, AMA ATS staff, or determine the merits of the complaint provided by the AMA ATS Manager.
- 3.8 Complaints should be dealt with within 10 working days from the registered date of the complaint. Where the complaint cannot be dealt with within that timeframe the complainant should be contacted to advise that the complaint is still under review. Where it is considered that more than 60 calendar days will be required to process and finalise the complaint, the complainant is to be informed in writing including reasons why more than 60 days are required. In such cases, there should be regular contact with the complainant to keep them informed of progress.
- 3.9 The complainant may at any time during the process consult with the AMA ATS Manager, or as appropriate, the General Manager-Health and Community Services.
- 3.10 The AMA ATS complaints process is available on the AMA ATS website.
- 3.11 Once a decision is made the complainant is formally advised in writing by the AMA ATS Manager or General Manager, Health and Community Services (as appropriate) detailing the outcome and reason for the decision. The complainant will be also be advised of the option to refer the complaint to the Skilling Australia Information Line (13 38 73) where they are not satisfied with the outcome and reason for the decision.
- 3.12 The AMA ATS Manager will be responsible for any action required to address reviews or improvements to its operations and practices.



Apprenticeship and Traineeship Services

An Apprenticeship Network Provider

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3.13 All documentation relating to the complaint and outcome of the decision will be held in secure storage by the AMA ATS Manager.

4. Review

This Procedure is to be reviewed on an annual basis, or more frequently as required.