



# Adair Registered Training Organisation Pty Ltd Complaints Policy and Complaints Form

## Purpose

This document details the Adair Registered Training Organisation's Complaint Policy and includes the relevant Complaint Form.

Adair Registered Training Organisation (ARTO) is the parent company of several businesses or trading names registered under the Adair Registered Training Organisation Pty Ltd company structure, approved by ASQA to deliver training and assessment. For the purpose of this document a reference to *ARTO Business Unit* means the relevant business entity with whom the participant has enrolled.

The *ARTO Business Unit* defines a complaint as the following:

Complaint: To make a complaint against a service, personnel or fellow participant at the ARTO Business Unit.

By submitting this form, you will be lodging a formal complaint.

## Complaint Process

All formal complaints must be submitted to the *ARTO Business Unit's* Manager in writing.

Prior to making a formal complaint, the *ARTO Business Unit* encourages you to try and resolve the issue by approaching the person and/or the *ARTO Business Unit* to discuss the situation first. However if you are not comfortable doing this, you will be supported in lodging a formal complaint using this form.

A formal acknowledgment of receiving your complaint form will be forwarded to you within 7 days.

The *ARTO Business Unit* Manager will then assess the complaint, investigate and determine an outcome then advise the complainant in writing of the decision within 21 working days of lodging the complaint.

If you are not satisfied with the outcome, you may lodge an appeal, which will be managed by the *ARTO Business Unit* Director/CEO.

During the complaint investigation you will:

- Continue coming to class unless otherwise directed
- Have the opportunity to present your case in writing and/or in a meeting
- If you are required for a meeting, you are advised and it is recommended, to bring a support person with you, of your choosing



If you lodge an appeal, the process will be confirmed to you, in writing at the relevant time.

At any stage, you may withdraw your complaint without penalty.

If the decision is favorable, it will be documented and any changes to policy or processes will be made.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.



## Complaint Form

Name: \_\_\_\_\_

Contact Details: \_\_\_\_\_

\_\_\_\_\_

ARTO Business Unit: \_\_\_\_\_

Please detail your concern in full, giving as much detail as possible, include extra pages if necessary. Please include:

- A brief description of the complaint
- Whether you wish to formally present your case
- The steps you have taken to deal with the it
- What you would like to happen to fix the problem and prevent it from happening again.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature:

Date:     /     /

**We will be in contact within 7 days, Thank You**





**OFFICE USE ONLY**

Received by:

Complaints Number Issued:

Date:        /        /

Action Taken: \_\_\_\_\_

Date of response:        /        /        Follow up date:        /        /

Specify improvement possible based on complaint: \_\_\_\_\_