



INSTRUCTIONS

This form can be used by anyone who wishes to:

- (a) Make a **complaint** about an action, product or service of WEMAC Training Solutions (WTS) one of its trainers, assessors or other staff, a WTS student, or a third-party providing services on WTS's behalf
- (b) **Appeal** against a decision made by WTS's personnel (including an assessment decision made by a WTS trainer / assessor)

The completed form must be marked for the attention of The Director of WEMAC Training Solutions and may be emailed, mailed or hand delivered to one of the following addresses:

Email: admin@wemac.com.au

Mail / Hand delivered: 51 Spencer Street, Bunbury WA 6230

NOTE: Reference must be made to Complaints and Appeals Policy and Procedure to ensure procedural fairness

PERSONAL DETAILS

Complainant / Participant Full Name:

Telephone Number:

Email Address:

Signature:

Date:

COMPLAINT / APPEAL DETAILS

Complaint or **Appeal**

Nature of Complaint / Appeal:

Course Attended:

Date of Course:

Trainers Name:

Comments:

Requesting anonymity: Yes / No

Should anonymity be requested we agree that this may limit the extent to which the complaint or appeal can be investigated.

Signature:

Date:

COMPLAINT / APPEAL ACKNOWLEDGEMENT

The above complaint has been acknowledged and the matter has been referred to the RTO Manager for further Investigation and or review. We are committed to ensure your complaints or appeals are reviewed and resolved within the framework and timeline stipulated by the policy. However, if we are unable to resolve the matter, we may refer or request further investigation as per company policy and keep you informed on the progress.

Comments / Details:

Staff Member Name:

Signature:

Date:

Recorded in Complaints or Appeals Register: Yes No

Date:

Forwarded to:

Date:

PROGRESS & ACTION COMPLETED

Written Acknowledgement (within 7 business days)

Further investigation required: (within 30 days)

Written acknowledgement has been given to the complainant

Referral to RTO Manager or nominated person.

Meeting (If required)

Referred to a third party/panel

Complaint raised

Referral to other services (i.e. counseling services or LLN)

Appeal raised

Referred to National Training Complaints Hotline

Meeting held to discuss with all parties involved in the complaint, in order to find a solution agreeable to all parties

Referral to government body (i.e. police, hospital)

Referral to funding body

Solution found and remedied (Please continue to Complaint/Appeal Resolution/Outcomes section)

The RTO is responsible for acting upon the subject of any complaint/appeal found to be substantiated

Comments / Details:

COMPLAINT / APPEAL RESOLUTION / OUTCOMES DETAILS

Outline proposed resolution and attach letter sent to complainant

INDEPENDENT PERSON DETAILS

Name:

Contact Number:

Organisation:

Position:

CAUSE OF COMPLAINT / APPEAL

ACTIONS FOR CONTINUOUS IMPROVEMENT

Changes made to mitigate future risk:

ACCEPTANCE OF RESOLUTION

Complaint/ Appeal has been satisfactorily resolved: YES NO

Closure Comments:

NON-CLOSURE ACTIONS

Referral to Training Accreditation Council: YES NO

Comments:

FURTHER ACTION REQUIRED

Yes or No

Describe:

Opportunity for Improvement implemented

Date:

Comment/Description

Actioned at Quality & Compliance Meeting

Date:

Comment/Description

Policies and procedures updated and implemented

Date:

Comment/Description

Filed into Complaints / Appeals Register

Date:

Comment/Description