

1. Purpose

AAMC Training Group is committed to providing quality training and assessment services in accordance with the **Standards for Registered Training Organisations (RTOs) 2025**. As such, AAMC Training Group must have fair, transparent, and accessible processes in place to manage and respond to complaints involving the conduct of staff, learners, and any third-party training and assessment providers delivering services on behalf of AAMC Training Group.

This policy ensures that all complaints are recorded, acknowledged, and resolved in a manner that upholds fairness, confidentiality, and procedural integrity. It provides learners and stakeholders with a clear avenue to raise concerns and have them addressed promptly and respectfully.

This policy applies to all **VET students, staff, contractors, and third-party partners** associated with AAMC Training Group. It does **not** apply to academic appeals, which are covered separately under the **Appeals Policy and Procedure**.

2. Policy Statement

AAMC Training Group acknowledges the right of all learners, staff, and stakeholders to lodge a complaint when dissatisfied with any aspect of the RTO's services, processes, or interactions.

AAMC Training Group will ensure that:

- All complaints are managed fairly, promptly, and without prejudice.
- Complainants are not victimised or disadvantaged as a result of lodging a complaint.
- All parties are treated with dignity, respect, and impartiality.
- AAMC will acknowledge receipt of a complaint in writing as soon as practicable, and no later than 7 business days from receipt.
- AAMC aims to resolve complaints as soon as practicable, with a maximum timeframe of 60 business days from receipt. Where resolution is not achieved earlier, the complainant will receive regular written progress updates throughout this period.
- Decisions are made by staff not directly involved in the issue being reviewed.
- All complaints and outcomes are documented, reviewed, and fed into continuous improvement processes.

3. Definitions

Complaint: An expression of dissatisfaction with a service, decision, process, staff member, third party, or another learner.

Complainant: The person making the complaint.

Third party: Any individual or organisation providing services on behalf of AAMC Training Group but not including direct employees.

Natural justice: The right to a fair hearing, impartial decision-making, and transparency in the complaint resolution process.

4. Policy Principles

4.1 Principles

When managing complaints, AAMC Training Group will ensure that:

- a) The principles of natural justice and procedural fairness are upheld at every stage.
- b) The complaints policy is **publicly available** via the website and student handbook.
- c) Complaints may be submitted in writing (including email or the Complaints Form).
- d) All complaints are acknowledged in writing and resolved as soon as practicable.
- e) Complaints are handled impartially, confidentially, and without victimisation.
- f) The complainant and respondent are consulted throughout the process and kept informed of progress and outcomes.
- g) Separate interviews will be conducted initially with the complainant and respondent where appropriate.
- h) Final decisions are made by the **General Manager, Head of Administration** or **Compliance Officer**, or by an **independent external mediator** if required.
- i) Where resolution cannot be achieved internally, the matter may be referred to an independent third party such as the **Dispute Settlement Centre of Victoria** or **ASQA (Australian Skills Quality Authority)** for review.
- j) If the complaint takes more than 60 days to resolve, the complainant will be advised in writing of the reason and kept informed of progress.
- k) All complaints are handled confidentially and will not affect or bias the complainant's current or future training, assessment, or support.
- l) Complainants may bring a **support person or representative** to any meeting or discussion during the process.
- m) The complaint process is **free of charge** to the complainant.

4.2 Types of Complaints

A complaint may relate to:

- The conduct of AAMC Training Group, its trainers, assessors, or staff.
- The conduct of a third-party provider acting on behalf of AAMC Training Group (where applicable).
- The behaviour or actions of another learner.
- The RTO's policies, procedures, facilities, or services.

5. AAMC Training Group (RTO) Responsibilities

The **Compliance Officer, Senior Training and Assessor, Head of Administration or General Manager** will oversee complaint resolution, depending on the nature and seriousness of the issue.

All complaints will be recorded in the **Complaints Register**, including details of the issue, actions taken, and outcomes.

The **Compliance Officer** will monitor trends, report findings at management meetings, and ensure that corrective actions are implemented.

Details of this policy and the complaints process will be included in the **Staff Induction Process** and made available on the **AAMC Training Group website**.

6. Process

6.1 Informal Resolution

Where possible, learners and staff are encouraged to resolve minor issues informally by discussing concerns directly with the trainer, assessor, or relevant staff member. If the issue is not resolved, the formal process outlined below will apply.

6.2 Formal Complaint Process

- a) Complaints should be submitted in writing (via the Complaints Form or email) as soon as practicable after the issue occurs.
- b) Upon receipt, the complaint will be acknowledged in writing within **two (2) business days** and logged into the **Complaints Register**.
- c) The **General Manager** must be informed of all formal complaints immediately.
- d) The **General Manager** may be delegated responsibility to investigate and mediate the complaint.
- e) Investigations will be conducted fairly, confidentially, and independently of those directly involved.
- f) Both parties will have the opportunity to present their version of events and any supporting evidence.
- g) A resolution will be sought within **14 calendar days** where possible.
- h) The final outcome will be assessed and approved by the **General Manager**.
- i) The complainant will be notified in writing of the decision and reasons within **seven (7) days of resolution**.
- j) If the complainant is not satisfied with the outcome, they may request a review by an independent mediator or external body such as the **Dispute Settlement Centre of Victoria** or **ASQA**.

7. Access & Equity

The complaints process is accessible to all learners, including those with disability, language or literacy barriers, or online learners.

Assistance will be provided where necessary to support participation in the process in line with AAMC Training Group's Access & Equity Policy.

8. Records Management

All complaints and related documentation will be maintained securely in accordance with the **Records Management Policy** and the **Privacy Act 1988 (Cth)**.

Records of complaints will include:

- Details of how the complaint was handled.
- The outcome and actions taken.
- Timeframes for resolution.
- Identified causes and preventive measures.

Records will be retained for a minimum of **seven (7) years** and access will be restricted to authorised personnel only.

9. Monitoring and Improvement

All complaint data will be reviewed regularly and discussed at **Continuous Improvement Meetings**.

Trends or recurring issues will be analysed, and corrective or preventive actions recorded in the **Continuous Improvement Register**.

Policy and procedural improvements identified through complaints will be implemented and communicated to staff.

10. Legislative and Standards References

- Standards for Registered Training Organisations (RTOs) 2025 – Clause 6.6 (Complaints)
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988 (Cth)
- Competition and Consumer Act 2010 (Australian Consumer Law)
- Dispute Settlement Centre of Victoria (DSCV) – external mediation reference

ANNEX A: Complaints Process

