



COMPLAINTS POLICY & PROCEDURE

ATEL Training Solutions is committed to providing a fair and transparent complaint handling process. ATEL Training Solutions will strive to establish a consistent atmosphere of trust and openness with students so that any type of complaint is dealt with in a timely, constructive and effective manner. ATEL Training Solutions have a complaints procedure to manage and respond to complaints and allegations relating to the conduct of, the RTO, Trainers, RTO staff and any third party services we may employ on our behalf.

Students undertaking training with a third party provider, on behalf of ATEL Training Solutions have the same rights and obligations as the students completing their training directly with ATEL Training Solutions. This includes the right to make a complaint about services being provided by third party providers on our behalf. Therefore the reporting and handling of complaints is in accordance with the procedure as outlined in this handbook.

What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by ATEL Training Solutions in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

Early resolution of complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

Complaint handling principles

ATEL Training Solutions will apply the following principles to its complaints handling:

1. Local Level Resolution

Any student with a complaint or appeal is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought.

2. Resolution by Trainer/Assessor

Should the matter still remain unresolved or should be considered inappropriate at local level resolution, the student is encouraged to contact their trainer for assistance. Assistance may be by means of a mediated discussion. If the trainer cannot find a suitable solution for you, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk with the RTO General Manager about your concerns.

3. Resolution by the RTO General Manager

Should the matter still remain unresolved or should be considered inappropriate following local level resolution and resolution by trainer, the student is encouraged to contact the RTO General Manager for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

ATEL Training Solutions management will ask you to put your concerns in writing by completing a Complaint Form, and will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

The Complaint Form is located on the ATEL Training Solutions website or can be obtained by contacting ATEL Training Solutions.



4. Resolution by Arbitration

Should the matter still remain unresolved following reporting to the ATEL Training Solutions management, ATEL Training Solutions will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution.

A complainant who remains not satisfied with the process applied by ATEL Training Solutions following review by an independent party may refer their grievance to the Australian Skills Quality Authority - ASQA Online Complaint Form [click here](#). Students are to be advised that ASQA will require the student to have exhausted all avenues through ATEL Training Solutions internal complaints handling procedure before taking this option.

ATEL Training Solutions considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within ATEL Training Solutions internal arrangements.

NSW Smart and Skilled Consumer Protection

If you're a NSW student receiving subsidised training, you're covered by Smart and Skilled consumer protection measures. All training providers approved to deliver training under Smart and Skilled are required to have processes to protect consumers and handle complaints.

In the event of a complaint ATEL Training Solutions will follow its complaints procedure. The nominated Consumer Protection Officer can be found under *Our contact details* in this handbook. For more information please visit:

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

(Extract from 2019 Student Handbook)