

COMPLAINTS

If you have a complaint, you are encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested at which time the matter in dispute can be raised and a resolution sought.

Resolution by trainer and assessor

Should the matter still remain unresolved or should be considered inappropriate you should contact the trainer and assessor for assistance. Assistance may be by means of a mediated discussion.

If the trainer and assessor 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 another ATEL Training Solutions representative about your concerns or submit your concerns in writing via email to: RTOadmin@atel.com.au

Resolution by management

Should the matter still remain unresolved or should be considered inappropriate following trainer and assessor resolution you should contact ATEL Training Solutions management 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 our website <https://www.atel.com.au/about-us/useful-resources> and can be emailed to: RTOadmin@atel.com.au

We will attempt to address formal complaints and reply within fourteen business days. You will be notified if there is any delay in response.

Resolution by Arbitration

Should the matter still remain unresolved following reporting to 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. Please be advised that ASQA will require you 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 are a NSW student receiving subsidised training, you are covered by Smart and Skilled consumer protection measures. More information can be found on the Smart and Skilled website:

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

In the event of a complaint ATEL Training Solutions will follow its complaints procedure. The nominated Consumer Protection Officer is:

Sonia Hosie

Email: sonia.hosie@atel.com.au

Phone: (02) 6024 0800

APPEALS

Assessment appeal

You may apply for reconsideration of an unfavourable assessment decision by submitting a written request to:

studentsupport@atel.com.au

Include details of the unit of competency and assessment items the appeal relates to and an explanation of why you think the assessment outcome should be reconsidered. Appeals must be submitted within twenty eight (28) working days of the assessment outcome.

We will review your request and provide a written response within fourteen days. If the decision is still unfavourable you may have the opportunity for a person that is independent of ATEL Training Solutions to review your appeal at an additional cost. Refer to the **Additional fees** section in the student handbook.

In these circumstances, ATEL Training Solutions management will advise of an appropriate party independent of ATEL Training Solutions to review the appeal and provide advice to ATEL Training Solutions in regards to the recommended outcomes. This advice is to be accepted as final and advised to the appellant in writing.