



HEAD OFFICE

McMillan Industrial Estate

Unit 4, 26 Ferndell Street, South Granville NSW 2142

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COMPLAINTS AND APPEALS POLICY AND PROCEDURE

IAME COMPLAINTS AND APPEALS POLICY & PROCEDURE - 2018

1. Purpose

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. This process provides opportunity for complaints and appeals to be forwarded to IAME management in a timely and confidential manner.

2. Scope

The National Training & Education Manager of the IAME is the Complaints and Grievances Resolution Officer. The National Training & Education Manager may delegate responsibility for the resolution of the complaint if necessary.

The object of this policy is to ensure that IAME staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

3. Procedure

3.1 - Complaints and Appeals

If a client has a complaint they are encouraged to speak immediately with an IAME staff member to resolve any complaint or grievance issue. This can be made verbally, via email or through this website. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a



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Complaints and Appeals Form (CAF) available from either the trainer or administration staff. IAME will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the National Training & Education Manager, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative or an appointed moderator may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If a participant is not comfortable with disclosing a complaint or grievance then they can call the Skilling Australia Information line on 13 38 73 and discuss the complaint with them. They will advise the participant of what actions may be required to deal with the complaint.

3.2 - Complaints Process

All complaints shall follow the below procedure:

- a) Made in writing within five (5) working days of the incident using the Complaints and Appeals Form (CAF).
- b) A submitted CAF will constitute a formal complaint from the participant.
- c) The National Training & Education Manager must be informed of receipt of all complaints and grievances.
- d) The National Training & Education Manager may delegate responsibility for the resolution of the complaint or grievances.
- e) In the case of a complaint or grievance, the National Training & Education Manager will initiate a transparent, participative investigation to identify the issues.
- f) Assessment complaints or grievances will be processed in accordance with the Appeals Procedure.
- g) Complaints and grievances where possible are to be resolved within ten (10) working days of the initial application. If it is anticipated that the complaint will not be resolved within sixty (60) days, the complainant will be advised in writing, and kept up to date with the progress of the complaint.
- h) In all cases the final conclusion will be assessed by the National Training & Education Manager.



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- i) The participant will be advised in writing of the outcome of their complaint or grievance.
- j) If the outcome is not to the satisfaction of the participant, they may seek an appointment with the National Training & Education Manager.
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint.
- l) All complaints and grievances will be handled as “In-Confidence” and will not affect or bias the progress of the participant in any current or future training.

4. Appeals

IAME strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process. Appeals are usually related to academic appeals relating to outcomes or results. An appeal may also lodged relating to a decision of the IAME in general, that is, an appeal against the decision of a complaint.

4.1 - Appeals Process

All appeals shall follow the below procedure:

- a) Be made in writing within five (5) days of notification of the assessment decision using the CAF.
- b) A submitted CAF will constitute a formal appeal from the participant.
- c) The National Training & Education Manager shall be informed of receipt of any appeal.
- d) The National Training & Education Manager may delegate responsibility for the resolution of the appeal.
- e) In the case of an appeal, the National Training & Education Manager will initiate a transparent, participative process to deal with the issues at hand.
- f) Appeals where possible are to be resolved within ten (10) working days of the initial application.
- g) In all cases the final conclusion will be endorsed by the National Training & Education Manager.
- h) The participant will be advised in writing of the outcome of their appeal.
- i) If the outcome is not to the satisfactory of the participant, they may seek an appointment with the National Training & Education Manager.



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- j) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal.
- k) All appeals will be handled as "In-Confidence" and will not affect or bias the progress of the participant in any current or future training.

5. Alleged Corrupt Conduct

Allegations of corrupt conduct misappropriation, maladministration or serious and substantial waste must be reported to the National Training & Education Manager on telephone (07) 3715 7595, or the Chief Executive Office on (02) 9782 1100.