



COMPLAINTS & APPEALS PROCEDURE

Policy number	6.21.2021	Version	1.0
Responsible person	General Manager	Scheduled review date	July 2022

INTRODUCTION

TABMA Apprentices & Trainees is committed to ensuring that any complaint or appeal of a decision, is handled fairly, confidentially and quickly. This document sets out the process for employees, host employers or other stakeholders to make a complaint, and where they can go if they feel that the complaint has not been resolved in a satisfactory manner.

For the purposes of this procedure the handling of a complaint and the handling of an appeal of a decision will be treated following the same process.

This procedure applies to complaints experienced by an employee (internal or apprentice/trainee), host employer or other stakeholder. At TABMA we take complaints seriously and have a process through which we seek to resolve them.

The complaint handling process aims to provide the following:

- Feedback on problems being experienced about TABMA that the organisation may not be aware of.
- Intelligence within the organisation to deal with issues in a prompt and coordinated fashion.
- Efficient resolution of dissatisfaction of the services provided by TABMA to prevent client and/or apprentice/trainee dissatisfaction from re-occurring.
- Consistent processes to ensure that both clients and employees have confidence that the complaint handling process will be fair, transparent, consistent and effective.
- A system of reporting to senior management and the Board of Directors, so that problems and trends can be identified and used in improvement planning.

DEFINITION

A complaint can be defined as: “An expression of dissatisfaction, concern or frustration, however made, about the standard of service, actions or lack of action made by TABMA or its employees, affecting an individual or group of clients or other stakeholders.”

MAKING A COMPLAINT

A complaint may be received in any format the complainant feels comfortable with, either face to face, by telephone, by email or fax, through the TABMA website or by mailing a written complaint. Complainants may elect to remain anonymous or be dealt with under a pseudonym, however if a complainant elects to do this, the complaint may not be able to be investigated fully, and a resolution may not be able to be provided.

TABMA will not disclose any personal information or details about a complainant to a party external to TABMA without the permission of the complainant.

If a complaint is resolved satisfactorily in the initial contact with TABMA, no further action will occur.

However, where this is unable to occur, the TABMA staff member who initially receives the complaint will take as much detailed information from the complainant in the first instance as is possible.

The TABMA staff member will then pass this information to the General Manager to review the complaint. The General Manager may delegate investigation of the complaint to another team member: who this is will depend on the nature of the complaint, and the seriousness or complexity of the complaint or if appropriate may elect to investigate the complaint personally.

TABMA will initially contact the complainant to determine the problem and discuss what options may be available to resolve the complaint.

TABMA will then maintain contact with the complainant at regular intervals until the complaint is resolved. TABMA will aim to resolve complaints within 30 days and will communicate with the complainant if this is not possible.

HANDLING THE COMPLAINT

The TABMA staff member who will handle the complaint will formally assess the complaint. In their assessment, they will take into consideration the following:

- Recording of the details of the complaint in JobReady
- Enter the complaint in the Complains Register
- Any prior history relevant to the complaint
- Any steps taken so far to resolve the complaint
- Reasons for any actions so far in relation to the complaint
- The version of events from the person or entity being complained about
- Recommendations in relation to the complaint.

At the conclusion of the assessment, the TABMA staff member handling the complaint will review the complaint with the General Manager. If agreed the staff member will then notify the complainant of the outcome and any actions as a result of the complaint.

A record of the complaint and notification will be maintained by TABMA for continuous business improvement in JobReady. The resolution will be noted in the Complains Register.

ESCALATION OF COMPLAINTS

If after the complaint has been handled and resolved as detailed above, the complainant is still unsatisfied with the outcome, they may ask that the complaint outcome is reviewed by TABMA's General Manager, or, if the complaint was handled by the General Manager then the Chief Executive Officer. In this instance, the General Manager/CEO will look over the assessment details of the complaint and determine whether the complaint was handled correctly.

If after the second review the complainant is still not satisfied, a final internal review of the complaint and its assessment will be handled by the Chief Executive Officer or escalated to external review.

After each of the internal reviews, the complainant will be notified of the outcome and reasons for the outcome.

EXTERNAL RESOLUTION OF COMPLAINTS

Where TABMA can't resolve or clarify a complaint to the complainant's satisfaction, we will provide advice regarding the available rights and opportunities for external review. The organisation, authority or person we refer to will depend on the nature of the complaint.

In the case of an issue relating to the direct employment of an apprentice/trainee, their placement with a host employer of their training by a RTO, the matter will be referred to the appropriate State Training Authority:

NSW – Training Services NSW

QLD – Department of Employment, Small Business and Training

SA – South Australian Skills Commission

VIC – Victorian Regulations and Qualifications Authority

WA – The Department of Training and Workforce development

TABMA will work with the relevant state training authority and provide complete cooperation to ensure an equitable and fair outcome to any complaint or appeal lodged with them.

Peter Andersen
GTO General Manager
19 May 2021