

Contact Details:

Name	
Address	
Date of Birth	
Phone	
Email	

Course Details:

Course Name	
Trainer Name	

Details of Complaint:

--

Desired Outcome:

Signature Complainant: _____ Date: _____

Please familiarise yourself with the TrainSmart Australia Complaints and Appeals Procedure below.

To view the TrainSmart Australia Complaints and Appeals Policy in full, please visit:

<https://www.tsa.edu.au/how-to-apply/policies-and-procedures/complaints-and-appeals>

<p>Stage One: Formal Complaint</p>	<p>Formal complaints must be submitted in writing to the Compliance Manager (or representative) using the Complaints and Appeals form – downloadable at the bottom of this page. Completed complaint forms are to be emailed to studentadministration@tsa.edu.au or posted to TrainSmart Australia, Suite 404, Level 4, 815 Pacific Highway, Chatswood, NSW 2067.</p>
<p>Duration: 15 working days</p>	<p>The complaint handling process will commence within five working days of receipt of the written complaint.</p> <ul style="list-style-type: none"> ➤ Receipt of the complaint will be acknowledged and the compliance manager (or nominee) will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them ➤ The compliance manager (or nominee) will endeavour to resolve the complaint and provide a written report to the complainant on the steps taken to address the complaint, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal complaint ➤ If the compliance manager (or nominee) is unable to resolve the matter within ten working days, the complainant is informed in writing of the reasons for the delay and an estimate of when the matter is likely to have a decision made and reported upon.
<p>Stage Two: Internal Appeal</p>	<p>If a complainant is dissatisfied with the outcome of their formal complaint they may lodge a written appeal with the managing director (MD) who is senior to the original decision maker.</p>
<p>Duration: 15 working days</p>	<ul style="list-style-type: none"> ➤ An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within five working days. Such consultations may take the form of face-to-face interview or a phone call. The complainant or the respondent may ask another person to accompany them to these interviews ➤ Following the consultation, the MD, or their nominee, will provide a written report within ten working days to the complainant advising of a decision, the reasons for the decision, along with any further steps to be taken to address the complaint. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal ➤ If the managing director (or nominee) is unable to provide a written report within ten working days, the complainant is informed in writing of the reasons for the delay and an estimate of when the matter is likely to have a decision made and reported upon.
<p>Stage Three: External Appeal</p>	<p>If the complainant is not satisfied with the outcome of stage two, they may wish to refer the matter to mediation. TrainSmart Australia is a member of the Resolution Institute Student Mediation Scheme, an independent private organisation for dispute resolution.</p> <p>On informing TrainSmart Australia that they wish to initiate the mediation process, the complainant will receive all relevant information relating to the Resolution Institute Model Clause for Mediation. The Resolution Institute Mediation Rules apply to the mediation and there is no charge to the student in connection with the mediation.</p> <p>The mediation will be conducted by a mediator who is independent of both parties and appointed by agreement of both parties; or, failing agreement within 7 days of receiving either party's notice of dispute, by a person appointed by the Chair of the Resolution Institute or the Chair's designated representative (ACN 008 651 232).</p> <p>Please note that although there is no initial cost to the student associated with lodging the complaint with the external mediator; the student will be responsible for incurring the costs associated with the services provided by the independent mediator.</p>
<p>Stage Four: Implementation</p>	<p>Following the external mediation, SMR Learning Services will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome in writing.</p>
<p>Further Action</p>	<p>If a complaint still remains unresolved after the external appeal, the complainant may decide to refer the matter to the National Training Complaints Hotline on: 13 38 73</p> <p>The procedures set out in this policy do not limit the rights of individuals to take action under Australia's Consumer Protection laws or pursue other legal remedies.</p>

For information on all TrainSmart Australia's policies and procedures, visit:

<https://www.tsa.edu.au/how-to-apply/policies-and-procedures/>