

To finalise your request please submit the form below to studentsupport@tsa.edu.au Your request will be considered as 'processed' as of the date we receive your submitted form. If you need help completing this form, please contact studentsupport@tsa.edu.au

Contact Details:

Name	
Address	
Date of Birth	
Phone	
Email	

Course Details:

Course Name	
Trainer Name	

Details of Complaint:

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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>Duration: 15 working days</p>	<p>Formal complaints must be submitted in writing to the Compliance Manager (or representative) using the Complaints and Appeals form (available on the TSA website) and then recorded on the <i>Complaints and Appeals Tracker</i>.</p> <p>The complaint handling process will commence within five (5) 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 representative) 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 representative) 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 10 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 representative) 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>Duration: 15 working days</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> <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 (5) 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 representative), will provide a written report within 10 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 MD (or representative) 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. <i>TrainSmart Australia</i> is a member of the Resolution Institute (formerly LEADR) Student Mediation Scheme, an independent private organisation for dispute resolution.</p> <p>On informing <i>TrainSmart Australia</i> that they wish to initiate the mediation process, the complainant will receive all relevant information relating to Resolution Institute’s Model Clause for Mediation. The Resolution Institute Mediation Rules apply to the mediation and each party will meet its own costs of and 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 seven (7) days of receiving either party’s notice of dispute, by a person appointed by the Chair of 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, TrainSmart Australia 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 an external dispute resolution process by an agency independent of the RTO.</p> <p>From July 2017, students with a complaint related to a VET Student Loans enrolment may access the VET Student Loans Ombudsman at: http://www.ombudsman.gov.au/How-we-can-help/vslo</p> <p>There is no cost associated with submitting a complaint to the Ombudsman.</p> <p>For complaints not related to a VET Student Loans enrolment the claimant has the right to lodge a complaint to the Federal Government via the National Training Complaints Hotline on: https://www.dese.gov.au/national-training-complaints-hotline</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/>