

# (COMPLAINTS HANDLING PROCESS)

**Apprenticeship Support Australia (ASA) bases this complaint handling process (Process) on existing best practice derived from past Apprentice Connect Australia Provider experience and on the Department of Employment and Workplace Relations (DEWR) Privacy Complaint Handling Procedures.**

## Making a Complaint

You can make a complaint by phoning 1300 363 831 or in writing (<https://asa.cciwa.com/contact/>). All feedback will be actioned for resolution but only formal complaints made by phone or in writing via the ASA Contact form are included on our complaints register. We follow DEWR's template for recording your complaint in the complaints register.

We will either respond to your complaint in writing or provide you with an update on the investigation of your complaint within 10 working days of us receiving the complaint from you.

ASA cannot take action to resolve a complaint that is made anonymously.

## Privacy Complaints

If your Complaint relates to privacy a different process applies to ensure ASA's compliance with the Privacy Act 1988 (Cth). Please refer to Section 9 of the [ASA Privacy Policy](#).

## Principles

This Process is based on the following broad principles:

- On receipt of a Complaint, details will be recorded in a centralised complaints register.
- The Complaint will be reviewed, escalated to the appropriate level of management to action and resolved quickly. Within 10 working days ASA will either have resolved the complaint or provide the complainant with an update.
- The complainant will be kept informed of the status of the situation, including acknowledgement of the Complaint within 2 working days of ASA receiving it.
- To the best of our ability, complaints will be handled impartially and confidentially. ASA will be transparent about the process and give everyone involved a fair opportunity to be heard.
- Should resolution be unsuccessful, ASA's Management will liaise directly with the DEWR State Deed Manager for resolution before referring clients to the National Customer Service Line (1800 020 108) to escalate your complaint.

## Compliance

As a service provider to the Australian Government, the Process we abide by has been developed to comply with DEWR's contractual requirements and the high level of service and conduct expected.

DEWR monitors and audits the way Australian Apprenticeship Support Services are delivered under the Australian Apprenticeship program.

The standards and requirements of service and conduct are defined in the Apprentice Connect Australia Provider Code Of Conduct. A copy of this Code is provided to employers and Australian Apprentices during the signup process of the Training Contract and is also accessible on the ASA WA website.

## Quality Element

This Process takes into account the essential elements of the Quality management – Customer satisfaction – Guidelines for complaints handling in organisations (ISO 10002:2018), including:

- enhancing customer satisfaction by creating a customer-focused environment open to feedback;
- management involvement and commitment through adequate deployment of resources, including personnel training;
- recognising and addressing the needs and expectations of complainants;
- providing complainants with an open, effective and easy-to-use complaints Process;
- analysing and evaluating Complaints in order to improve the quality of products and services; and
- auditing and review of the complaints-handling Process.

## Scope

The Process applies to all ASA staff who have dealings with employers, Australian Apprentices, customers, clients and other interested parties.

## Written Complaints

Complaints received in writing are recorded in the complaints register.

## Verbal Complaints

On receipt of a verbal Complaint, the nature of the Complaint is established, details confirmed with the complainant and, if formal, details are recorded in the complaints register.

## Complaints referred to us by DEWR

We may be referred complaints by DEWR. We will investigate and resolve such complaints and email DEWR with the outcome.

## Complaints not related to us

If you make a complaint that is not related to us or we are not authorised to resolve, we will help you identify and contact the correct external organisation or agency you should connect with.

## Management of Complaints

Complaints, queries and feedback on any aspect of any Australian Apprenticeship with ASA are investigated in a manner that is fair to the complainant, ASA and its employees and other people who might be involved. This may include informing those involved the nature of the complaint and providing them with a fair opportunity to be heard.

## Escalation of Complaints

Where we cannot resolve a complaint within 30 working days of us receiving the complaint from you, we will refer you to the the Department's National Customer Service Line on 1800 020 108 to escalate your complaint. When a complaint raises a risk of significant harm to anyone or an allegation of criminal conduct ASA will refer the matter to police or other appropriate authority.

## Review Process

Complaints may be raised in monthly reports and/or management meetings. Complaints will be analysed and evaluated annually as part of ASA's continuous Improvement Process, designed to improve the quality of products and services or to identify staff training needs.

### TOP TIP

Your Apprenticeship Consultant and the ASA Contact Hub are your main points of contact to guide you and support you on the journey.

Call us on 1300 363 831.

