

# COMPLAINTS HANDLING PROCESS

Apprenticeship Support Australia (ASA) bases its complaint handling procedure on existing best practice derived from past Australian Apprenticeship Support Network (AASN) experience.

**Making a Complaint:** Complaints can be made by phoning 1300 363 831 or in writing (ASA Complaints Link). All customer feedback will be actioned for resolution, but only formal complaints are included on the register.

**Principles:** Procedures are predicated on the following broad principles:

- On receipt of a formal complaint, details will be recorded in a centralised complaints register.
- Complaints are resolved at the lowest organisational level possible.
- The complaint will be immediately reviewed, escalated to the appropriate level of management to action and resolved within 48 hours.
- The client will be kept informed of the status of the situation.
- Should resolution be unsuccessful, ASA's Management will liaise directly with the State Contract Manager for resolution before referring clients to the Australian Apprenticeships Referral Line (133 873).

**Compliance:** This process has been developed to comply with Department of Education, Skills and Employment contractual requirements, as well as the requirements of the AASN Code of Conduct.

**Quality Element:** This procedure 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;
- auditing and review of the complaints-handling process.

**Scope:** The Complaints Procedure applies to all ASA staff who have dealings with employers and Australian Apprentices. The policy may not comply with other State Based Chamber Complaints Resolution policies for privacy reasons.

**Written Complaints:** Formal 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.

**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 Industry Training 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**.