

HELP US TO DO A BETTER JOB

We hope that you never need to complain, but if you do have a grievance, we want to know about it.

Work Savvy Training is committed to providing quality services, and we are always looking for opportunities to improve what we do. Letting us know of a problem or grievance helps us to fix it for you and improve our process to make sure we learn from any mistakes.

Call us on 1300 764 828 to discuss any concerns or have the complaints process explained to you in more detail.



Work Savvy Pty Ltd
NTIS ID 91778

www.worksavvytraining.com.au
1300 764 828

Fact Sheet: How to make a complaint or appeal



What is the difference between a complaint and an assessment appeal?

Complaint

A complaint would generally be directed at the performance of Work Savvy Training or its staff in the delivery of our services. Complaints generally reflect perceived or actual errors, a grievance about a company policy or decision, conduct of staff, speed of service or customer service concerns.

Assessment Appeal

An assessment appeal relates to an assessment outcome that a student or trainee does not agree with. Students with assessment outcome grievances are able to appeal their assessment result through the Complaints and Appeals process.

How do I make a complaint or assessment appeal?

Step 1

Talk directly to the trainer or staff member involved in the action or decision that you have an issue with. We are keen to resolve issues quickly, and often just letting us know what is bothering you gives us a chance to fix the issue right away.

Step 2

If you are unable to resolve the issue through discussions with our staff, or believe the circumstances of your complaint cannot be resolved by talking directly with the trainer or staff member involved, the next step is to lodge a formal complaint.

To do this, you will need to complete our [Complaint Form](#) or our [Assessment Appeal Form](#). These forms can be found on our website or be provided

on request by any staff member of Work Savvy Training. Simply complete the form and return it by fax, post, email or personally at our office.

Step 3

All formal complaints will be dealt with by our Chief Executive Officer (CEO). We take complaints seriously, so our CEO will contact you within five (5) working days to arrange a time to discuss your complaint. A record of your complaint will be made in our complaints or assessment appeals register.

Step 4

The CEO will meet or discuss with you the complaint or appeal you have lodged. You are welcome to bring a friend or advocate to this meeting if that is your choice. The CEO will also interview staff, trainers or other students who maybe involved in the dispute.

Work Savvy Training will arrange a re-assessment of assessment outcomes that are disputed.

Where appropriate, the CEO may mediate a dispute between parties and attempt to gain a resolution that meets everyone's needs.

Step 5

Where a mutually acceptable resolution is found, Work Savvy Training will provide you with a copy of the mutually agreed resolution which all parties will sign. Any agreed actions will be implemented and then the complaint / appeal will be closed.

Step 6

Where no mutually acceptable resolution can be found, students or trainees are able to take the complaint to external bodies for resolution.

Contact details for the appropriate bodies :

Australian Skills Quality Authority (ASQA)
Complaints Team
Australian Skills Quality Authority
GPO Box 9928
Melbourne VIC 3001

[OR](#)

National Training Complaints Hotline on 1800 000 674.

Step 7

Work Savvy Management will review all complaints and appeals and, where appropriate, make changes to our processes and policies.

OUR CONTINUOUS IMPROVEMENT POLICY

Complaints and appeals are an important part of our policy to continuously improve our services.

Every complaint or appeal is assessed by our Management Team so we can consider ways to better our service and improve our processes. The feedback we get from our clients is vital in helping us develop our policies and business planning.

We encourage all students, trainees and employers to let us know if the quality of our service isn't meeting expectations.

"The only real mistake is the one from which we learn nothing"

John Powell



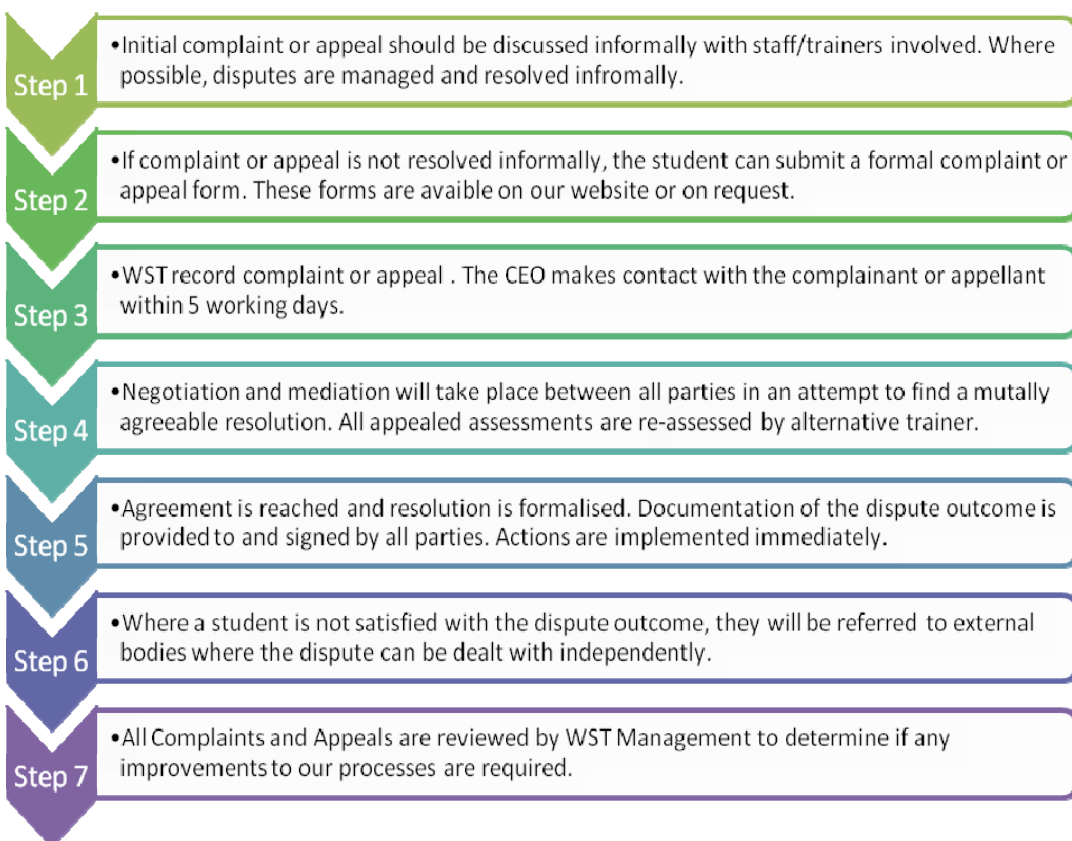
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The Work Savvy Training complaints/appeals process



Further information

National complaints code: national code of good practice for responding to complaints about vocational education and training quality.

www.dest.gov.au/sectors/training_skills/publications_resources/profiles/national_complaints_code.htm

National Guideline for Responding to Complaints about Vocational Education and Training Quality

www.training.com.au/documents/AQTF_National_Guideline_for_Responding_to_Complaints.pdf

Australian Skills Quality Authority (ASQA)

www.asqa.gov.au

National Training Complaints Hotline

1800 000 674

Contact us for more information about our Complaints and Appeals Process

1300 764 828 or enquiries@worksavvytraining.com.au