



AMEP Complaints and Appeals Process

A grievance is a complaint about dissatisfaction/unfair treatment.

What do you do if you think you have been treated unfairly?

1. Talk to your teacher or Education Coordinator. They may be able to help you solve the problem immediately.
2. If you are not satisfied, talk to the Senior Manager by asking to see him/her at reception **OR** if you are doing Distance Learning, talk to the **TAFE NSW Distance Learning Team** on 1300 362 418 or email amepdl@tafensw.edu.au
3. Complaints that are escalated to a Senior Manager must be acknowledged in writing.
4. If you are still not satisfied, tell the Senior Manager that you want to talk to the

General Manager Service Delivery Education and Employment, AMEP at AMES Australia

Phone: 8791 2478

5. If you are not happy with the way the complaint has been handled you may contact the Department via the **National Training Complaints Hotline**:
 - by telephone on 13 38 73
 - by email at NTCH@education.gov.au
 - by mail to:

Director
Adult Migrant English Program
Department of Education & Training
GPO Box 9880
Canberra ACT 2601

6. If still dissatisfied, the you may contact the Commonwealth Ombudsman:
 - by **telephone** on 1 300 362 072
 - the **email** at ombudsman@ombudsman.gov.au
 - by completing an **online form** at www.ombudsman.gov.au
 - by **attending** one of their offices.

NOTE: This agency will not usually investigate a complaint unless raised with the department first.

If it is anticipated that the complaint will take more than 60 days to resolve, the client must be advised of the anticipated timeframe, the reason for the delay and be kept up-to-date with the progress of their complaint.