



## **Complaints and Appeals Process** **(Skills First, ACFE and SEE funded students)**

### **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 at your site by asking to see him/her at reception.
3. If you are still not satisfied, tell the Senior Manager that you want to talk to the **General Manager Service Delivery Education and Employment**, at AMES Australia

**Phone: 8791 2478**

4. If still dissatisfied, the client may contact the Victorian Ombudsman:
  - by **telephone** on **03 9613 6222**
  - the **email** at [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)