Complaints and Appeals Process
(Skills First, ACFE & Fee paying students)

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

If a student thinks they have been treated unfairly they should be advised to:

1. Talk to their Teacher or Manager of their Program area. They may be able to help you solve the problem immediately.

2. If the matter hasn’t been resolved by 1) above, they should talk to the Senior Manager at the site by asking to see him/her at reception.

3. If the student is still not satisfied, the Senior Manager should advise them to talk to the General Manager Education and Employment, at AMES Australia
   Phone: (03)8791 2478

4. If still dissatisfied, the client may contact the Victorian Ombudsman by:
   • telephone on 03 9613 6222
   • email at ombudvic@ombudsman.vic.gov.au

**Note:** 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.

The Senior Manager Education and Employment must maintain records of all complaints and appeals and their outcomes and retain these for a period of five years. Where potential causes of complaints and appeals are identified AMES must take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.