

SEE Complaints and Appeals Process

A grievance is a complaint about dissatisfaction/unfair treatment.

What should a student do if they think they have been treated unfairly?

1. Talk to their teacher. They may be able to help you solve the problem immediately.
2. If the matter hasn't been resolved by 1) above, they should be advised to talk to the Senior Manager Education Services by asking to see him/her at reception.
3. Complaints that are escalated to a Senior Manager Education Services must be acknowledged in writing and finalised as soon as possible.
4. If the student is still not satisfied, the Senior Manager Education Services should advise them to talk to the General Manager of Education and Social Participation, at AMES Australia by Phone on: (03) 8535 9683
5. If they are not happy with the way the complaint has been handled they may contact the following Department contacts:

Skills for Education and Employment program (SEE) - Department of Education, Skills and Employment

SEE State Contract Manager

Email: Sue.BRABAZON@dese.gov.au OR the National Customer Support Line on 1800 805 260

6. If still dissatisfied, they may contact the **Commonwealth Ombudsman** by:
 - telephone on 1 300 362 072
 - email at ombudsman@ombudsman.gov.au
 - completing an online form at www.ombudsman.gov.au
 - 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 must be kept up-to-date with the progress of their complaint.

The Senior Manager Education Services 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 Australia must take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.