

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 Education and Social Participation,
AMES Australia - AMEP
Phone: 8535 9683**

5. If you are not happy with the way the complaint has been handled you may contact the Department of Home Affairs through the information line on **13 18 81**.
6. If still dissatisfied, then you may contact the Commonwealth Ombudsman by:
 - **telephone** on 1 300 362 072
 - the **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.