

Feedback, complaints and appeals

Worklinks is committed to a process of continuous improvement based on feedback from students, trainers, employers and other stakeholders. We welcome your comments which will help us improve our services, products and processes.

Despite all efforts of Worklinks to provide a high standard of service to its students, clients and other stakeholders, complaints and appeals may occasionally arise which require formal resolution. All complaints, appeals and feedback are taken seriously and will be treated timely, fairly and equitably.

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person/s concerned to deal with the issue before it becomes a formal complaint.

The Worklinks team is available to assist student to resolve their issues at this level.

Complaints and appeals may be made in relation to any of Worklinks' services, activities and decisions such as:

- Worklinks
- The application and enrolment process
- The quality of training and assessment provided
- Training and assessment matters, including student progress, assessment and outcomes
- Access to personal records
- Decisions made by Worklinks
- The way someone is treated.
- Students Trainer and Assessors
- Worklinks Staff
- Other learners

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer and assessor, customer service staff or Worklinks General Manager. Work Employers or Companies should contact Worklinks General Manager.

We would encourage Participants should contact their trainer. The trainer should be the first point of contact for participants. The aim of this first contact is to resolve the issue quickly.

If the participants' complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer, then they should contact Worklinks General Manager.

Should the issue not be resolvable, and you wish to submit a formal complaint, the process is as follows:

1. Submit in writing an outline of your complaint/appeal to email training@worklinks.com.au
2. Should the complaint be about Worklinks General Manager, either in their role as a trainer or in their role as Worklinks General Manager CEO, then the customer service representative is able to receive and process the complaint or appeal.
3. This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking

purposes. This is the responsibility of Worklinks General Manager CEO; the receipt of the Complaint or Appeal will be formally acknowledged within two business day in writing by, Worklinks General Manager.

4. Your complaint/appeal will be reviewed and presented to the management team for review

Upon receipt of the formal complaint or appeal, Worklinks General Manager will be responsible for resolving the issue. This will involve at least a formal interview with the participant, the trainer, and Worklinks General Manager, if appropriate.

Should the issue still not be resolved to the student's satisfaction, Worklinks will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, Worklinks will, with the permission of the participant, seek assistance from other authorities such as the Police, Legal Representative, or other parties as appropriate.

Participant confidentiality will always be maintained as is consistent with Australian Law. At all times, the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after enough time has been provided for both sides to prepare their arguments.
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the Ombudsman's office in the state or territory in which the training and assessment are being conducted or found online on www.ombudsman.gov.au.

Worklinks will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint or appeal being received, the student will be notified in writing of the reason for the delay and kept informed about all progress.

If the student is still not happy with external mediation, he/she may take his / her complaint to the Queensland Training Ombudsman.

All documentation relating to complaints or appeals should be archived for audit purposes.

ASQA accepts complaints about training providers such as RTO Name from all members of the community. ASQA takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA

highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.

For more information on how ASQA handles complaints, refer to ASQA's policy on Managing complaints about training providers.

Managing complaints about training providers (PDF)

A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8 am to 6 pm nationally. More details on the National Complaints Hotline can be found at www.education.gov.au/NTCH.

The Queensland training ombudsman can provide students with advice about rights and responsibilities within the VET sector. See www.trainingombudsman.qld.gov.au for more information.