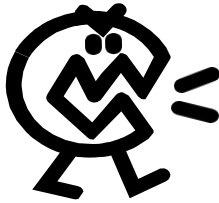


# Complaints and Appeals Process

## (SkillsFirst, 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 Education Manager at your site. 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 Education Services by phone or placing the complaint in writing at reception.
3. If the student is still not satisfied, the Senior Manager Education Services should advise them to talk to the General Manager Education and Social Participation , at AMES Australia  
Phone: (03) 8535 9683
4. If still dissatisfied, the client may contact the **Victorian Ombudsman** by:
  - telephone on 03 9613 6222
  - email at [complaints@ombudsman.vic.gov.au](mailto:complaints@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 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 must take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.