

**Address:** PO Box 70, Blaxcell NSW 2142**Website:** [www.iame.com.au/training-education](http://www.iame.com.au/training-education) | **Email:** [training@iame.com.au](mailto:training@iame.com.au) | **Phone:** (02) 9782 1100

## PO-11 COMPLAINTS AND GREVIANCES POLICY

### 1. Purpose

This policy provides a clear, transparent, and fair framework for managing complaints and appeals raised by employees, participants, customers, contractors, and stakeholders of the Institute of Automotive Mechanical Engineers (IAME). It ensures all complaints are addressed promptly and professionally, and that outcomes are used for continuous improvement. This policy is aligned with Clause 2.7 of the Standards for RTOs 2025.

### 2. Scope

This policy applies to all:

- IAME employees, board members, contractors
- Students, training participants, and trainers/assessors
- Customers and other stakeholders interacting with IAME

### 3. Policy Principles

#### 3.1 Commitment to Fairness

- All stakeholders have the right to raise complaints without fear of victimisation or retaliation.
- All complaints will be treated with sensitivity, respect, impartiality, and in accordance with relevant legislation.

#### 3.2 Timely and Transparent Action

- Acknowledgement within 24 hours of receipt for all complaints.
- Risk mitigation steps (e.g., safety or integrity concerns) must be actioned immediately.
- Initial outcomes are communicated within 5 to 10 working days, with full resolution expected within 15 working days.

#### 3.3 Record Keeping and Reporting

- All complaints must be documented using the standard Complaints Form and logged in the Complaints Register.
- Records include:
  - Nature of complaint
  - Complainant's anonymised data (if applicable)
  - Date received, action taken, and final outcome
- All records are managed in accordance with the Records Management Policy.

#### 3.4 Continuous Improvement

- Trends in complaints are reviewed quarterly to identify and address systemic issues.
- Outcomes may inform professional development, training updates, or procedural changes.

### 4. Complaint Handling Procedure

#### Stage 1 – Informal Resolution

1. Complainant raises issue with a trainer or staff member.
2. RTO Manager records complaint in the Complaints Register.
3. Complaint assigned to an appropriate staff member.
4. Complainant contacted within 5 working days.
5. If resolved, written acknowledgment is recorded.
6. If unresolved, the matter escalates to formal review.

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### Stage 2 – Formal Complaint

1. Formal written complaint submitted to the RTO Manager.
2. Acknowledgement sent within 24–48 hours.
3. RTO Manager consults the CEO if corrective action is needed.
4. Investigation is conducted with relevant parties engaged.
5. Written outcome provided within 10 working days.
6. Unresolved complaints referred to the Board or Governing Body within 48 hours.
7. Final outcome communicated within 15 working days.
8. Complainant may have a support person present at formal meetings.

### Stage 3 – Appeals Process

1. Dissatisfied parties may lodge a written appeal to the CEO.
2. An independent review panel of three members (management, company rep, independent) is convened.
3. Both parties may present their case with a support person.
4. Final decision communicated by the CEO within 10 working days.
5. If unresolved, the complainant may refer the matter to the regulator (ASQA).

### 5. Professional Development and Learning

- Complaint outcomes (de-identified) may be incorporated into Continuing Professional Development (CPD) sessions.
- Topics may include:
  - Complaint resolution techniques
  - Ethical and inclusive practice
  - Assessment consistency
  - Conflict management and communication
- Trainers and staff are encouraged to participate in reflective practice.

### 6. Responsibilities

Role	Responsibility
All Staff	Report and document complaints accurately and promptly.
Trainers/Assessors	Cooperate with investigations; reflect on feedback.
RTO Manager	Oversee complaints; manage register; escalate appropriately.
Compliance Manager	Monitor complaint trends and initiate CPD activities.
CEO	Final decision-maker for appeals; ensures fairness and compliance.
Board	Final escalation body for serious or systemic appeals.

### 7. External Complaints

If internal resolution is unsuccessful, stakeholders may contact the Australian Skills Quality Authority (ASQA):  
<https://www.asqa.gov.au/about-us/how-asqa-uses-feedback>

### 8. Related Documents

- Complaints Register
- Complaints Form
- Records Management Policy
- Continuous Improvement Register

### 9. References

- Standards for RTOs 2025 (Clause 2.7)
- Fair Work Act 2009
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992

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- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

### 10. Monitoring and Review

The policy will be reviewed annually to ensure alignment with regulatory requirements and industry standards.

Document Control Information and History				
Version	Date	Created / Modified	Created by	Approved by
V1.0	01/09/2022	Created	Michael Wentworth RTO Compliance Consultant	Peter Blanshard Chief Executive Officer – IAME / RTO
V2.0	12/06/2025	Modified	Peter Blanshard Chief Executive Officer – IAME / RTO	Jeffrey Richards Chairperson: IAME Board of Directors

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