

TSA Complaints and Appeals Form

Instructions

This form can be used by anyone who wishes to:

- (a) Make a complaint about an action, product or service of Training Services Australia (TSA), one of its trainers, assessors or other staff, a TSA student, or a third party providing services on TSA's behalf
- (b) Appeal against a decision made by TSA personnel (including an assessment decision made by a TSA trainer / assessor)

Before using this form, you are requested to contact TSA to raise the matter and attempt to resolve it informally, in accordance with TSA's Complaints and Appeals Process. This process is available on the TSA website or you may contact TSA administration to request a copy. Our contact details are:

Telephone: 08 9422 6444

Email: tsa@tsa-wa.com.au

If, after raising the matter informally with TSA personnel, it is not dealt with to your satisfaction, you are invited to complete and lodge this form. The completed form must be marked for the attention of The Principal of Training Services Australia and may be emailed, mailed or hand delivered to one of the following addresses:

Email: tsa@tsa-wa.com.au

Mail / Hand delivered: U3/799 Beaufort Street, Mount Lawley WA 6050

Your details

| | |
|--|----------------------|
| Name of person making complaint / appeal: | <input type="text"/> |
| Organisation: | <input type="text"/> |
| Email: | <input type="text"/> |
| Phone: | <input type="text"/> |
| Postal address: | <input type="text"/> |
| If you are making this complaint / appeal on behalf of someone else, please provide their name here: | <input type="text"/> |
| Date: | <input type="text"/> |

| Information about complaint / appeal | | | |
|---|--------------------------|--|--------------------------|
| Please indicate the type of complaint / appeal you have. You can make more than one selection. | | | |
| Dissatisfied with assessment decision made by TSA Trainer / Assessor | <input type="checkbox"/> | Complaint about access to support services | <input type="checkbox"/> |
| Complaint about information provided by TSA | <input type="checkbox"/> | Complaint about training or assessment resources | <input type="checkbox"/> |
| Complaint about the quality of training or assessment | <input type="checkbox"/> | Complaint about facilities or premises | <input type="checkbox"/> |
| Complaint about the behaviour of TSA staff or trainers | <input type="checkbox"/> | Complaint about record keeping | <input type="checkbox"/> |
| Complaint about student behaviour | <input type="checkbox"/> | Complaint about qualifications / statements of attainment that have been issued / not issued | <input type="checkbox"/> |
| Discrimination, harassment, or bullying complaint | <input type="checkbox"/> | Complaint about fees or charges | <input type="checkbox"/> |
| Complaint about administrative error or unfair treatment | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Provide a brief outline of your complaint / appeal <i>You may attach additional documents if relevant. Where possible, you should include relevant dates, persons involved, venues and reference to documents.</i> | | | |
| Have you already raised the matter informally with TSA? | | | |
| If 'YES', please indicate: - Who did you raise the matter with? - Approximately when did you raise the matter? - How did you raise the matter (email, telephone, face-to-face, etc)? - What response did you receive? | | | |
| What would you like the outcome of your complaint / appeal to be? | | | |

How to lodge this complaint / appeal

Please mark this complaint / appeal for the attention of The Principal of Training Services Australia and lodge:

- By email to: tsa@tsa-wa.com.au; or
- By mail or hand delivery to: U3/799 Beaufort Street, Mount Lawley WA 6050

Please make a copy of the completed form for your own records before sending to TSA.

What next?

The TSA Principal may investigate the complaint themselves or may ask another TSA Manager to investigate the complaint / appeal.

A TSA Manager will acknowledge the receipt of your complaint / appeal within 7 days of receiving it and will begin an investigation. The investigation may include:

- Speaking with you and giving you the opportunity to present your side of the case
- Speaking with TSA staff members, including, where appropriate, your trainer / assessor
- Speaking with your supervisor or a representative from your organisation (particularly in cases where training provided to you by TSA was funded by your employer)
- Seeking external advice

The TSA Manager will advise you, in writing, of the outcome of the investigation.

Where possible, this will be done within 30 days of receiving the complaint / appeal in writing. If additional time is needed, the TSA Manager will inform you in writing and will provide you with reasons why additional time is needed. The TSA Manager will also provide you with regular updates on the progress of the investigation.