What are complaints?

A complaint is any expression of dissatisfaction with an action, product or service of the Australian College of Community Services (ACCS):

Matters about which complaints may be made include, but are not limited to:

- Information provided to clients by ACCS
- Delivery of training by ACCS
- Treatment by ACCS staff or trainers
- Assessment methods or processes
- Facilities or premises
- Record keeping
- Qualifications / statements of attainment that have been issued / not issued
- Training and assessment resources

How can I make a complaint?

The procedure for making a complaint is described below:

1. **Discuss your issue / complaint with:**
   - the ACCS staff member involved, and/or
   - the Business Development Manager

2. **If the complaint is not resolved to your satisfaction, you may wish to formalise it by putting your complaint in writing on the ACCS’s Complaints Form.** This form can be downloaded from the ACCS website, emailed to you, or printed for you.

   The completed form may be submitted by email to accs@accs.edu.org or mailed to GPO Box 590, Brisbane Qld 4001, and should be marked for the attention of the Business Development Manager.

3. **The Business Development Manager will acknowledge the receipt of your complaint within 7 days of receiving it and will begin an investigation.** The investigation may include:
   - Speaking with you about the complaint
   - Speaking with the relevant ACCS staff members / facilitators
   - Seeking external advice.

4. **The Business Development Manager will advise you, in writing, of the outcome of the investigation within 21 days of receiving the complaint in writing.**

5. **If you are not satisfied with the outcome of the investigation, you may refer the matter to the Australian Skills Quality Council (ASQA) complaints team.**

   Details about how to lodge a complaint with ASQA can be obtained from the ASQA website.