



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.