

Client Complaints

What do you do if you think you have been treated unfairly?

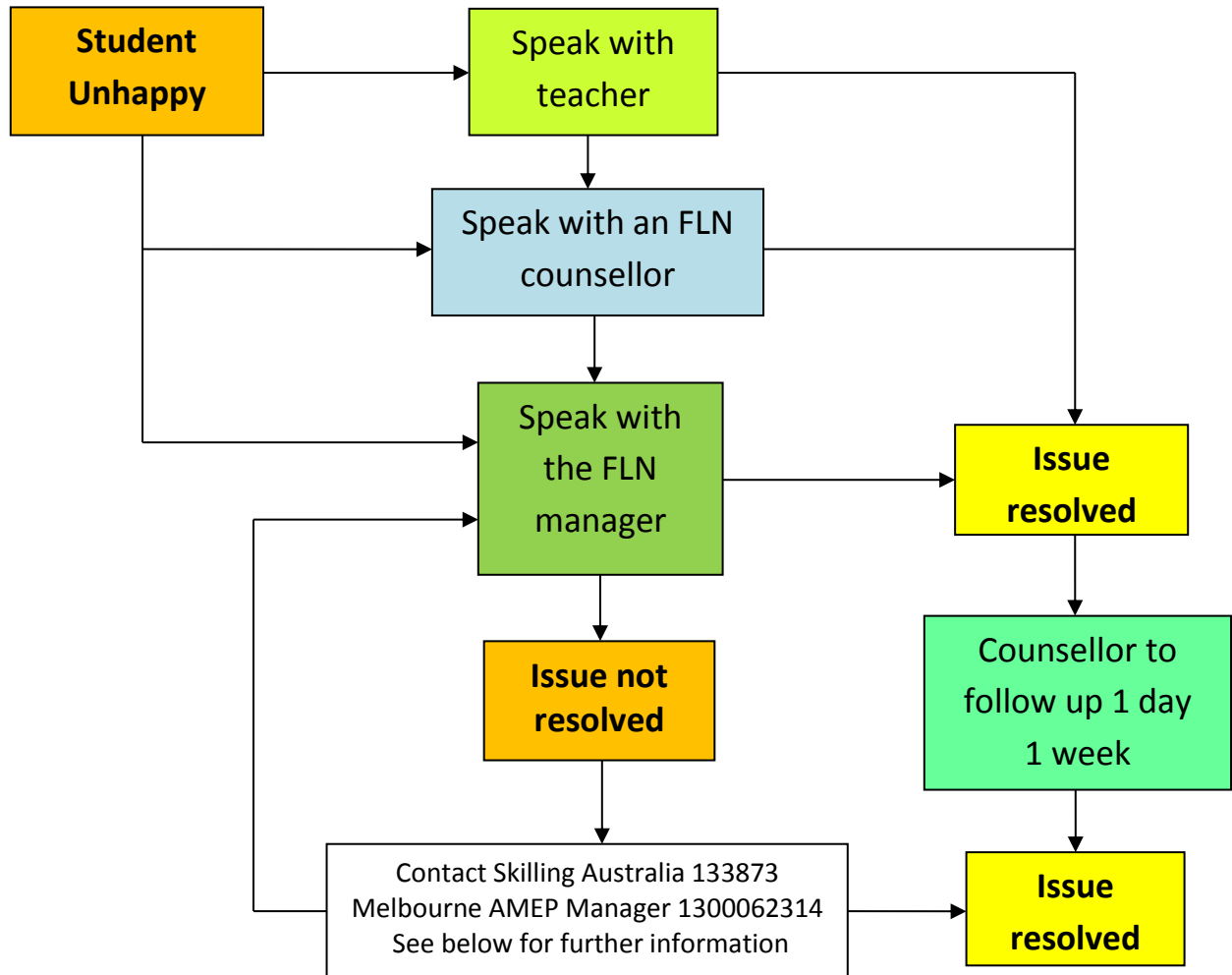
1. Talk to:
 - your teacher
 - the Educational Counsellor, Kathryn Williamson
 - the Case Worker, Amandine BailletThey may be able to help you solve the problem immediately.
2. If you are not satisfied, talk to the Centre Manager, Jemal Ahmet.
 - a. Complaints that are escalated to a manager must be acknowledged in writing.
 - b. AMEP* Students: If you are still not satisfied, tell the Manager that you want to talk to the Melbourne AMEP Manager. Phone the Melbourne AMEP Helpdesk on 1300 062 314.
3. If you are not happy with the way the complaint has been handled you may contact the Department of Education:
 - by telephone on 13 38 73
 - by email at AMEPinfo@education.gov.au
 - by mail to: Director
Department of Education
GPO Box 1407
Canberra ACT 2601
4. Other avenues: Students may contact the Commonwealth Ombudsman by:
 - telephone on 1300 362 072
 - email at ombudsman@ombudsman.gov.au
 - completing an online form at www.ombudsman.gov.au
 - attending one of their offices



Note: This agency will not usually investigate a complaint unless raised with the department first. 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 Adult Migration English Program (AMEP) is funded by the Australian Government Department of Education and Training In Inner Melbourne region the AMEP is delivered by Melbourne Polytechnic and Fitzroy Learning Network for AMEP eligible individuals..
www.education.gov.au/amep*

Grievance process for students



1. AMEP eligible clients can also contact the Melbourne AMEP Manager – AMEP Helpdesk phone 1300 062 314. Or the Director AMEP at the Department of Education GPO Box 1407 Canberra ACT 2601.
2. All students can contact the Department via Skilling Australia:
 - by telephone on 13 38 73
 - by email at AMEPinfo@education.gov.au
3. If still dissatisfied, the you may contact the Commonwealth Ombudsman:
 - by telephone on 1300 362 072
 - the email at ombudsman@ombudsman.gov.au
 - by completing an online form at www.ombudsman.gov.au
 - by attending one of their offices.

Staff documents

1. Grievance # Complaints process S:\Education Programs\Enrolment\Interviews\AMEP Enrolment Interview\Student Information Pack AMEP/ FLN_AMEP and other Client Complaints Information for students V6 Aug 2017
2. Grievance #complaints form S:\Education Programs\Incident or Grievance Report Forms\Template Grievance and or Incident report 2014 Version 1
3. Grievance #complaints register
S:\Education Programs\Incident or Grievance Report Forms\client issuer register-details