



Ai Group Complaints Procedure for the ISMAA Program

1. Introduction

Ai Group aims to provide a high standard of care in the provision of our ISMAA services. Apprentice and employer views are important to us and help to ensure our services are consistently meeting people's needs.

When alerted by a complaint, the issue will be taken up by our Complaints Handling Officer and raised with Ai Group's Head, Workforce Development. The Head will decide how to investigate and monitor outcomes.

2. Making a complaint

Ai Group aims to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigations to help us improve the ISMAA service we provide. We treat all complaints in confidence.

Ai Group assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

3. Who can complain

Anyone affected by the way Ai Group provides ISMAA services can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

4. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

where someone complains orally we will make a written record and provide a copy of it within three working days

- by letter
- by email.



5. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

6. Responsibility

Ai Group's Head, Workforce Development Services has overall responsibility for dealing with all complaints made about Ai Group's ISMAA service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

7. How we handle complaints

After being contacted about a complaint the Complaints Handling Officer will inform the Head, Workforce Development. The Officer will investigate the complaint.

Our Complaints Handling Officer has the seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within three working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

8. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

9. Further steps

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the

10. Contact details

Ai Group's Complaints Handling Officer for the ISMAA Service is Anne Younger, tel 03 9867 0172 or email anne.younger@aigroup.com.au