

RMS Complaints and Appeals Process

Recruitment & Management Services (RMS) is a registered Group Training Organisation (GTO) that offers a range of services to facilitate the recruitment, training and management of apprentices and trainees.

Our Quality Management System, enshrined in our Quality Policy, ensures that our services conform to the requirements of our clients, State Training Authorities (STAs), the National Standards for GTO's, and all relevant legal and regulatory regimes.

Delivering on our promise

Our commitment to delivering the highest quality of service to clients in part depends on a complaints and appeals process that is well-publicised, transparent and accessible.

What is a complaint?

RMS defines a complaint as an expression of dissatisfaction made to or about our services, service delivery, staff, policies, processes or procedures, where a response or resolution is explicitly or implicitly expected or legally required.

Who can make a complaint?

Any person or entity dealing with RMS can make a complaint, including our clients who include apprentices, trainees, Host Employers, Recruitment Only customers, and Payroll Services employers or employees. A parent or legal guardian can make a complaint in cases where the apprentice or trainee is aged under 18 years.

What is the process for lodging a complaint?

In the first instance, you may decide to speak directly to your MEGT representative or contact our customer service team via phone on **13 4767**, or email rmssupport@megt.com.au. Or you may decide to fill out a feedback form: www.megt.com.au/rmsfeedback

In order for us to pursue the complaint on your behalf you must be willing to divulge your full name and contact details, and supply any further information about your complaint when asked.

Note that RMS is not empowered to investigate or resolve a complaint about pay or working conditions. In such cases, the complainant may be referred to the Fair Work Ombudsman at www.fairwork.gov.au.

What will happen with my complaint?

If your complaint cannot be resolved directly through your MEGT representative or customer service team, you have the option to request that it be escalated to a senior staff member to investigate and attempt to resolve.

During this process, you can expect to:

- Be provided with information about our complaint handling process
- Have your matter treated confidentially
- Be listened to, treated with respect and not adversely affected by having made a complaint
- Have your complaint responded to in a timely and transparent manner
- Be given clear reasons for decisions, and options for redress or review

After your complaint has been investigated, you will be advised of the outcome and provided with a recommended course of action. If you are satisfied with the proposed resolution, then the complaint will be closed.

We will advise you as soon as possible when we are unable to deal with any part of your complaint and provide advice about where such issues and/or complaints may be directed, such as an STA.

Where complaints which have been escalated to senior staff cannot be resolved, or where one or more parties are dissatisfied with the decision, your complaint will then be referred to the relevant STA for investigation and, if necessary, mediation. You also have the right to escalate the complaint to the STA yourself at any point in the process.

Privacy statement

Your personal information is protected by law, including the *Privacy Act 1988* (Cth). MEGT's Privacy Policy, www.megt.com.au/privacy-policy, provides more details on the collection, storage, use and disclosure of the personal information MEGT holds about you and how you can access or seek to amend that information.