



Consumer Grievance and Complaints Procedure

- 1 In the first instance attempts will be made to resolve the issue to mutual satisfaction locally and informally.
- 2 The next step is to involve the Executive Officer and again an attempt will be made to resolve the issue to mutual satisfaction informally
- 3 If the dispute is not resolved at an informal level the following process should be followed;
 - a) The consumer will be informed the Association has a grievance policy and procedure. This is available on the Associations website, in the VET Student Handbook or will be made available to consumers on request.
 - b) The consumer is to write a letter outlining the complaint and send it to the Association's President.
 - c) The President shall acknowledge the letter by phone and attempt to resolve the grievance and reach a verbal agreement. The consumer may use the services of an independent advocate at this time. If unsuccessful;
 - d) The President will acknowledge receipt of the complaint in writing and advise the issue will be brought to the next committee meeting of the Association for decision.
 - e) The consumer's written complaint will be considered at the first committee meeting after receipt of the complaint
 - f) The Consumer will be notified in writing, by the President, of the decision of the committee in regard to the complaint.
 - g) The consumer has the right, if still not satisfied, to refer the complaint to a Community Justice centre and the Association will accept the decision of the independent party
- 4 Consumer complaints will be reviewed annually by the committee of the Association as part of its review of service and customer satisfaction