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 consumers 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.