

# Complaints and Appeals Policy and Procedure

## 1. Purpose

This policy and procedure explains how students, clients and staff can complain about the services offered by Global Academy Australia or appeal against a decision made by GAA. This policy and procedure describes both informal and formal complaints and appeals processes.

## 2. Background

A complaint is raised when a student, staff member or client is not satisfied with any aspect of the services provided by Global Academy Australia or with their treatment by Global Academy Australia. This could include but is not limited to complaints about admission and enrolment processes, training and assessment and complaints related to equal opportunity or privacy.

An appeal relates to any decision made by the RTO, including appeals against assessment decisions.

SRTO 6 Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

## 3. Process

### *Informal complaints process*

Global Academy Australia prefers a student to approach the relevant staff member regarding any complaint in the first instance. If the complaint cannot be resolved to the satisfaction of both parties then the formal complaints process begins. Even though it is not a requirement, Global Academy Australia will record all informal complaints on form 026 to identify and consistencies in the complaints.

### *Formal complaints process*

Global Academy Australia will commence the formal complaint process within 7 working days of a formal lodgement of any complaint received. The complaint must be in writing and clearly identify what the complaint is about, when it was first identified and supporting evidence must accompany the written complaint to the Compliance Manager. Complainants are required to use the 028 Complaints and Appeals Form which is provided to students prior to enrolment and from the administration staff. Students are to return it to the CEO within two weeks of the issue arising.

All complaints are held in strict confidence and all reasonable measures are taken to finalise the process as soon as practicable. All complaints must be acknowledged in writing.

Any complainant has the right to have their version of events heard in the resolution negotiation and all people involved will have the opportunity to present their side of the

matter. Complainant will have the opportunity to present their side of the matter. Complainant will have the opportunity to have an independent person\* of their choice present. The details of the complaint will be recorded and transferred on to 048 Continuous Improvement register.

**\* A support person can be any person the student feels comfortable with. They are there for support and can be a friend, parent, relative or anyone else the student wishes to bring with them.**

If it appears that complaints will not be processed within 60 days of submission, the complainant will be notified of this together with the reasons for the delay and will be regularly updated on progress in writing.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant, refer 028 Complaints and Appeals form. The details will state the outcomes and reasons for the decisions made.

#### ***Appeals process – general complaints***

A student may appeal in writing to GAA within 14 days of the course commencement date if they have been rejected by GAA for a refund. The basis for a refund will align directly to the Refund Policy. If a student is still not happy with the result they may contact the Managing Director, directly on email [keith@globalacademyaustralia](mailto:keith@globalacademyaustralia). If the matter has still not been resolved the student can elect to have the matter referred to an independent mediator sourced through the Law Institute of Victoria (<http://www.liv.asn.au/Mediators.aspx>). The outcome of the independent mediation process is final, and the cost of this service will be shared evenly between GAA and the student.

When the complaint or appeal has been resolved to the satisfaction of both parties a copy of all relevant documentation, in particular the complaints and appeals form and any other correspondence relating to the complaint, is placed in the complaints file, client/staff file as appropriate. Where the resolution requires a documented change to policies and procedures, the Compliance Manager will affect the change to ensure that the procedure for document change is followed with the appropriate records made, in the event that a complaint is substantiated. The updated Policy and Procedure will then be distributed to all staff, discussed at the next staff meeting and signed off by all staff to say they understand the new policy and procedure.

#### ***Appeals process – appeals against assessment decisions***

Students who do not agree with an assessment result should, in the first instance, approach their trainer for clarification on why the result they received was given. If they are dissatisfied with the result they may appeal the assessment result via the following procedure.

If the student does not accept the explanation they may, in writing on the 073 Assessment Appeals form, ask for another assessor to review their assessment and forward the form to the Compliance Manager / CEO.

The independent assessor will review the students' original assessment without discussing the current outcome with the original assessor.

If the independent assessor assesses the student as competent the independent assessor and the original assessor will attend a meeting with the Compliance Manager / CEO to explain how and why their decisions differ.

The Compliance Manager / CEO will make the final decision and report back to the student the results of the re-assessment.

If the independent assessor also deems the student also as Not Yet Competent the Compliance Manager / CEO will report the result to the student and the student is required to undertake further training before an assessment re-sit.

The student's result will be recorded in the students' results documents and recorded in the student's personal file.

### *Continuous improvement*

All complaints and appeals are entered on the 026 Complaints register and all substantiated complaints and appeals are entered by the CEO on 048 Continuous Improvement Register.

### *Unresolved Complaints*

In the event that GAA complaints and appeals procedures are exhausted and the complaint/appeal has not been resolved, students can independently access ASQA using the following link: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html> or contact ASQA on 1300 701 801.

### *No Waiver*

The student agreement (enrolment), and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## **4. Note**



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This procedure will be reviewed for effectiveness at the end of each financial year by the MD and Administration Staff.

**5. Who is responsible**

CEO, Compliance Manager, Administration Staff, Trainers