

Customer Complaints & Appeals Policy

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Purpose:

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

Scope:

This customer complaints and appeals policy applies to all current and active students enrolled with Academy of Counselling Australia.

Definitions:

Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused
- All parties are advised of the decision and the reasons for the decision.

Policy:

Academy of Counselling Australia believes that a complaint is an opportunity for internal improvement with all complaints being utilised within its Continuous Improvement System. Any student who has a complaint or appeal has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal in writing.

Academy of Counselling Australia will manage all complaints and appeals fairly, equitably and efficiently. It will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems in writing. Where a complaint or appeal cannot be resolved to the student's satisfaction, Academy of Counselling Australia acknowledges the need for an appropriate external and independent person. The independent person will look at the original complaint, the response from the Academy, and may ask for additional information of either party. The independent person will then make a decision as to whether or not in his/her opinion the complaint was handled fairly and/or whether the decision should still stand. They may also vary the decision and recommend other forms of mediation. Confidentiality will be maintained throughout the process of making and resolving complaints. Academy of Counselling Australia seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

Procedure:

Should a student have a complaint or appeal, the following steps are to be followed:

1. The student should put the following information relating to the complaint or appeal in writing:

- description of the complaint or appeal
- steps you have taken to deal with the it
- what you would like to happen to fix the problem and prevent it from happening again.
- full name, date of birth, and postal address.

2. The student should bring the complaint or appeal to the attention of the Academy's training contact. In most instances this will be the Trainer.

3. If the complaint or appeal is not dealt with to the student's satisfaction, s/he may bring it to the attention of the dedicated Complaints Manager in writing. This may be sent via email to finances@celebrancy.edu.au, mail or fax. The dedicated mailing address for postal complaints is:

**Att: Complaints Manager
National Education Academy
PO BOX 8806 Angelo Street.
South Perth WA 6151**

email: enrolments@celebrancy.edu.au

3a. Upon receipt of a complaint by email, the start date will be noted as the date the email was received and the student will receive a response via email within 48 hours.

3b. If the complaint is sent via mail or fax, the start date will be noted as the date the fax was received.

4. The written complaint will be officially responded to within 21 days of receipt. The complaint manager may contact the student if s/he requires any further information.

5. Should the issue still not be resolved to the student's satisfaction, Academy of Counselling Australia will make arrangements for an independent external person to resolve the issue upon request of the student if the request has been made within 28 days from the response. The independent person will look at the original complaint and the response from the Academy and may ask for additional information of either party. The independent person will then make a decision as to whether or not in his/her opinion the complaint was handled fairly and/or the decision should stand. They may also provide other alternatives for resolution or mediation. Academy of Celebrancy has an existing arrangement with Mackinlay's Lawyers for an adjudications service.

Students will be required to pay service fee of \$200.00 to Mackinlay's Lawyers. Should the complaint be upheld by the adjudication service and decided in the favour of the student Academy of Celebrancy will refund the student the full service fee. Should the complaint be decided in favour of Academy of Celebrancy the student will forfeit the service fee.

6. All parties involved will receive a written statement of the outcomes, including reasons for the decision.
7. All documentation relating to complaints or appeal outcomes will be archived for audit purposes.
8. Academy of Celebrancy Australia's® Training Manager* will be the person responsible for the implementation and maintenance of the policy.

* Training Manager, CEO or any other appointed internal resource.

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