



AUSTRALIAN ACADEMY OF MANAGEMENT & SCIENCE

CRICOS Provider No.: 02882M RTO Code: 91354

1. Purpose

The following procedures provide students the opportunity to have complaints and appeals addressed and resolutions reached in the cases where, despite all efforts on behalf of Australian Academy of Management and Science Pty Ltd (AAMS) to provide satisfactory services to its students, complaints are made or appeals on decisions may arise that require formal resolution. This information is reported to management and is used as a feedback source in the continuous improvement processes.

2. Scope

This policy, and the various procedures contained in it, apply across the scope of operation of the organisation and include trainers, administration staff and management

3. Regulation

This policy/procedure supports:

ESOS National Code: Standard 8 – Complaints and Appeals. *“Registered providers’ complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.”*

ASQA SNR 16: The NVR registered training organisation adheres to principles of access and equity and maximizes outcome for its clients, as follows: 16.7 The NVR registered training organization provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

4. Policy

Grievance processing at AAMS encourages and maintains respect and fair treatment.

Where a student chooses to access the complaints and appeals processes their enrolment will be maintained while the process is ongoing throughout the internal and external process. If the internal or any external process results in a decision that supports the student, AAMS will immediately implement any decision corrective and preventative actions required, and advise the student of the outcome in writing.

The Student Enrolment Agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia’s consumer protection laws.

5. Record Management

Register	Complaints and Appeals Register
Student File Admin ✓P Academic P	Complaint/Appeal Submission Outcome advice

6. Procedure

Complaints Procedure

Persons with a complaint concerning the manner, in which the Academy conducts its responsibilities as an RTO, have access to the following procedure:

Informal complaint:

1. The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the Academy, e.g. the trainer, who will make a decision and record the outcome of the complaint. The record must be submitted to the Principal for filing.
2. Person(s) dissatisfied with the outcome of the complaint to the trainer may then complain to the Director of Studies, who will make a decision and record the outcome of the complaint. The record must be submitted to the Principal for filing.
3. Person(s) dissatisfied with the outcome of the complaint to the Director of Studies may initiate a formal complaint.

Formal complaint to the Principal:



Committed to Education & Learning

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1. Formal complaints may only proceed after the informal complaint procedure has been finalised.
2. The complaint and its outcome shall be recorded in writing. The record must be filed by the Principal.
3. The complainant shall be given an opportunity to present his/her case to the Principal and may be accompanied by one other person as support or as representation.
4. The relevant staff member shall be given an opportunity to present his/her case to the Principal and may be accompanied by one other person as support or as representation.
5. In the event of the issue being unresolved the process will be referred to the CEO.

Complainants can choose to have their complaints resolved by an independent panel such as ACPET or an independent mediator.

Appeals

In the case of an appeal, a meeting is arranged between the appellant and an independent RTO representative who has no connections with the appeal. Prior to the meeting the Academy will contact the appellant and inform them of the person(s) hearing their appeal, date and time of meeting. This allows the appellant the opportunity to request changes either to appeals person(s), date or time of meeting. An agenda for the Appeal Meeting will be distributed to all people attending the meeting, prior to the meeting.

Under normal circumstances appeals are to be resolved within 3 working days or within a maximum of 14 working days if a meeting is required.

A written outcome outlining decisions made and the reasons for such is sent to the student as a record. A copy is kept in the student's file and the Register of Complaints.

If the outcome has a direct impact on existing policies and procedures, amendments are affected. These are to reflect overall integrity and consistency of operational procedures.

An independent mediator can be appointed at no extra cost to the student, in the event that the student is dissatisfied with the resolution proposed by the Academy. The Academy will nominate appropriate persons to act as mediator to facilitate resolution of formal complaints. Persons nominated must have a thorough knowledge of the Academy policies and procedures. In some circumstances an external mediator may be used.

Contact details of an external mediator:

Steve Lancken

PO Box 3067

Marrickville 2204

Ph: (02) 9590 4373

M: 0418 272 449

F: (02) 9590 4374

Email: steve@resolvingmatters.com

Web: www.resolvingmatters.com

Furthermore, students are free to involve an independent third party at any stage of the procedure and they are free to take the matter to the Department of Fair Trading or any other relevant body.

Contact details for the Department of Fair Trading:

Head Office

1 Fitzwilliam St

Parramatta NSW 2150

Call 13 32 20 for all fair trading enquiries

Language assistance

Telephone 13 14 50 and ask for an interpreter in your language.

Tel: 61 2 9895 0111 Fax: 61 2 9895 0222 TTY: 1300 723 404

www.oso.gov.au/

The Overseas **Students Ombudsman** (OSO) investigates complaints about private education providers.