



## Complaints and Appeals

AAAcademy responds to all allegations involving the conduct of its trainers, assessors, staff, any third-party providing services on behalf of AA Academy and any student or client of AA Academy. Complaints may be made in relation to any of

AA Academy's services and activities such as: the application and enrolment process, marketing information, quality of training and assessment provided, and student support.

AAAcademy is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. AA Academy will inform all parties involved in any allegations made. There are no charges for students to submit, a complaint or appeal to AA Academy, or to seek information or advice about doing so.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

### 1. Making a complaint of appeal

Complaints about an incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to AA Academy's head office, attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable AA Academy to investigate and determine an appropriate solution. This should include: the issue you are complaining about or the decision you are appealing, any evidence you have to support your complaint/appeal, details about the steps you have already taken and suggestions on how the matter might be resolved.

### 2. Timeframes for resolution

The complaint or appeal will be acknowledged in writing within 3 business days.

The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.



### 3. Resolution of complaints and appeals

Some or all members of the management team of AA Academy will be involved in resolving complaints and appeals as outlined in the procedures. Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made. Where a third-party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.

The enrolment status of student will be handled as follows:

- For domestic students that choose to access this policy and procedure, AA Academy will maintain the student's enrolment while the complaints and appeals process is ongoing.
- For international students, AA Academy will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether AA Academy maintains the student's enrolment as follows

If the appeal is against AA Academy's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported AA Academy's decision to report.

If the appeal is against AA Academy's decision to defer, suspend or cancel a student's enrolment due to misbehaviour,

AA Academy will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by AA Academy.

### 4. External complaint avenues

AA Academy acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Where applicable, costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by AA Academy.



- National Training Complaints Hotline
- Australian Skills Quality Authority (ASQA)
- The Overseas Student Ombudsman (OSO)

## Part 5: Privacy Notice

Under the *Data Provision Requirements 2012*, AA Academy is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information may be used or disclosed by AA Academy for statistical, administrative, regulatory and research purposes. AA Academy may disclose your personal information for these purposes to:

Commonwealth and State or Territory government departments and authorised agencies; and NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

Populating authenticated VET transcripts;

Facilitating statistics and research relating to education, including surveys and data linkage; Pre-populating RTO student enrolment forms;

Understanding how the VET market operates, for policy, workforce planning and consumer information; and Administering VET, including program administration, regulation, monitoring and evaluation

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third - party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au))

For further information on AA Academy's obligations, please refer to the Privacy Policy within the Student Handbook.