

Customer Complaints & Appeals Policy V2.0

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 Celebrancy 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 Celebrancy Australia® believes that a complaint is an opportunity for internal improvement. 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 Celebrancy 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 Celebrancy 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 Celebrancy Australia® seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

All students and trainers are provided with a copy of the Customer Complaints and Appeals Policy and Procedure in their information folders. The information also contains details of external authorities that they may approach.

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 enterprise 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 cel.complaints@celebrancy.edu.au, mail or fax. The dedicated mailing address for postal complaints is:
 - K Hartog
 - PO Box 319
 - Business Centre
 - Port Adelaide SA 5015

- 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 be sent the following automatic reply.

Dear customer,

Thank you for sending your complaint to our team. Your feedback, comments and concerns are extremely valuable to us.

If you have not already done so, could you please include your full name, student number, date of birth and postal address so we can associate this with your complaint.

We aim to respond to all complaints by mail within 21 days of receipt, and on many occasions it is much sooner. Your complaint will be handled by our dedicated Complaint Manager, Ms. Kaye Hartog.

Sincerely,

Academy of Celebrancy Australia®

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 Celebrancy 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.

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.