

1. Purpose

- 1.1 The purpose of this policy is to ensure complaints and appeals are managed impartially and equitably to resolve any difference between Aviation Australia (AA) and any of its customers and to define how students can have an academic or administrative decision re-evaluated by AA.

2. Scope

- 2.1 This policy applies to anybody accessing a service through AA.

3. Regulatory References

- 3.1 National Code of Practice 2018 – Standard 8 ‘Complaints and Appeals’.
3.2 Standards for Registered Training Organisations 2015.

4. Related Documentation

- 4.1 AA QA PRO 06 Customer Improvements or Complaints.
4.2 AA EX PRO 07 Examination Appeals.
4.3 AA EX PRO 02a Examination Conditions.

5. Glossary of Terms

- 5.1 **Complaint** – An expression of dissatisfaction with the quality or delivery of service, a policy or procedure, or the conduct of another person.
5.2 **Appeal** – A request to have an assessment, administrative or examination decision reviewed for a fairer outcome for all parties involved.

6. Responsibilities

- 6.1 The Quality Assurance Manager is responsible for the proper execution of this Policy.
6.2 The Chief Examiner is responsible for the management of Part 66 regulatory examination appeals.
6.3 The various training department managers are responsible for the management of complaints and appeals other than those relating to Part 66 regulatory examinations.
6.4 All complaints must be processed by the Chief Examiner or Business Manager and recorded via the Helpdesk for statistical analysis and annual review.

7. Policy

- 7.1 AA is committed to providing an effective, equitable and timely complaints and appeals process accessible and open to all AA customers and staff.
7.2 AA will afford natural justice and procedural fairness to all parties and aim to:
7.2.1 Facilitate open and honest communication and maintain a culture that views complaints and appeals as an opportunity to improve the organisation;

7.2.2 Ensure that there is a consistent approach to the management of complaints and appeals.

7.2.3 Ensure a student is entitled to lodge a complaint or appeal at no cost and may be accompanied and assisted by a support person at any time during the process.

7.2.4 Maintain the student's enrolment throughout the complaints and appeals process, however AA reserves the right to withhold learning opportunities from the student should it be deemed the most appropriate temporary solution.

7.3 Guidelines for Acceptable Grounds for Making an Appeal:

7.3.1 The following guidelines indicate acceptable grounds for appeal:

- Inequitable assessment when compared with other students.
- Situations where non-academic factors have affected assessment.
- Faulty administration or faulty conduct of the assessment.
- Inadequate allowance for special consideration in assessment, in compliance with applicable regulatory restrictions (note that appeals may be made in relation to special consideration only if the appellant has previously, formally and correctly applied for special consideration).

7.3.2 Where an individual feels that they:

- can demonstrate, by written application that Aviation Australia failed to ensure that exam conditions as prescribed in AA EX PRO 02a Examination Conditions were not complied with.
- can demonstrate, by written application they have been unfairly treated in the process of assessment.
- can demonstrate, by written application they have been unfairly treated by persons involved in the conduct of an examination or assessment.
- can demonstrate (with supporting evidence), by written application, IAW AA EX PRO 07 that a Part 66 examination mark should be reconsidered.
- can demonstrate, by written application, that an assessment should be reconsidered.
- can demonstrate, by written application that they have grounds for appealing a decision made by AA in regard to non-academic matters, for example; A student is being reported to immigration for breaching visa conditions.

7.4 Unacceptable Grounds for Appeal:

7.4.1 Where an individual feels that:

- they don't like the mark.
- they are close to a pass mark.
- they put a lot of effort into studying.
- this is a failing mark and they don't like to fail.
- they worked with another student and they got a higher mark.
- their mark makes them uncompetitive.
- they don't like the way a question/questions are written.
- they don't like the person that performed their assessment.
- they don't like the person that supervised their examination.

7.5 Appeals will only be accepted if they have been submitted by an individual for the individual. Group or class appeals will be rejected.

7.6 Appeal Timeframes**7.6.1 Examination appeal**

- Paper based aviation regulatory examination appeals must be submitted within 7 working days of official notification of results.
- Electronic examination/s with a built-in appeals process will be processed on receipt of an official written examination appeal form (i.e. AA EX PRO 07a).
- Please refer to AA QA PRO 06 Customer Improvements or Complaints for non-examination appeals and complaints flowchart.
- Please refer to AA EX PRO 07 Examination Appeals for flowchart.

7.6.2 Non-Academic matters

- An individual has 20 working days to appeal following receipt of written notice of a decision.
- AA must commence action within 10 working days and endeavour to provide a resolution within 30 days.

7.7 External Contact Details

<p>Department of Justice and Attorney-General Dispute Resolution Centre <i>Students can request remediation at one of these centres.</i> Phone – 07 3738 7000; 1800 017 288 (toll free outside Brisbane) Address: Level 1 Brisbane Magistrates Court 363 George St Brisbane QLD 4000</p>	<p>Queensland Human Rights Commission <i>If your dispute relates to how you have been treated in regard to your gender, age, race, religion, impairment, political belief.</i> Phone: 1300 130 670 9am to 5pm Monday to Friday from anywhere in Queensland toll free</p>
<p>Queensland Civil and Administrative Tribunal (QCAT) <i>If your dispute involves student fees or charges.</i> Phone: 1300 753 228 (between 8.30am and 4.30pm Monday to Friday) Address: Level 11, 259 Queen Street, Brisbane Qld www.qcat.qld.gov.au</p>	<p>Immigration Australia (Department of Home Affairs) <i>For information on visas and immigration matters.</i> Phone: 131 881 Monday to Friday from 9am to 5pm www.immi.gov.au</p>
<p>Resolution Institute Level 2/13-15 Bridge Street Sydney NSW 2000 Phone: 1800 651 650 or (02) 9251 3366 www.resolution.institute</p>	<p>National Training Complaints Hotline <i>Students can register a complaint concerning Vocational Education and Training</i> Phone: 13 38 73 - Monday to Friday, 8am to 6pm - Please select option 4 www.employment.gov.au/national-training-complaints-hotline</p>
<p>Queensland Ombudsman Level 18, 53 Albert Street, Brisbane, QLD 4000 GPO Box 3314, Brisbane, QLD 4001 Phone: 3005 7000 1800 068 908 (Toll free outside Brisbane only) www.ombudsman.qld.gov.au</p>	

8. Records

- 8.1 A record of complaints and appeals other than Part 66 examination appeals is maintained by the Quality Assurance Manager.
- 8.2 A record of Part 66 examination appeals is maintained by the Chief Examiner.

9. Flowchart

N/A