

**1. Purpose**

- 1.1 Feedback from customers is vital to ensure we continue to deliver a high-quality product or service to our customers. When feedback consists of complaints or suggestions for improvement, we must ensure these are managed appropriately to reach a resolution acceptable to all. This procedure sets out the process to follow when a complaint is received, including when a customer seeks re-evaluation of an academic or administration decision.

**2. Scope**

- 2.1 This procedure applies to any written or oral expression of improvement or dissatisfaction related to the identity, quality, reliability or performance of any product or service (training and non-training) offered by Aviation Australia (AA).
- 2.2 The exception to this is appeals related to Part 66 examinations which is covered by AA EX PRO 07.

**3. Regulatory References**

- 3.1 Standards for Registered Training Organisations 2015.
- 3.2 National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- 3.3 VET Student Loans Rules 2016.

**4. Related Documentation**

- 4.1 AA QA POL 01 Complaints and Appeals.
- 4.2 AA QA PRO 06a Customer Improvement, Complaint and Appeal Request.
- 4.3 AA QA PRO 14 Confidential Reporting System.
- 4.4 AA EX PRO 07 Part 66 Examination Appeals.
- 4.5 Survey Monkey - generic survey tool.

**5. Glossary of Terms**

- 5.1 **BM** – Business Manager.
- 5.2 **Customer** – Any individual or entity AA is providing a service to or is seeking to engage AA services. This includes students.
- 5.3 **QA** – Quality Assurance Department.
- 5.4 **QMS** – Quality Management System

**6. Responsibilities**

- 6.1 The Quality Assurance Manager (QAM) is responsible for the proper execution of this procedure.

## 7. Procedure

7.1 This procedure should be read in conjunction with AA QA POL 01 Complaints and Appeals. This procedure applies to complaints of any nature. It is intended to be flexible enough to adapt to each individual circumstance.

### Improvement

7.1.1 This involves the lodging of a request via the most appropriate of the following:

- Student Portal;
- Survey Monkey;
- Customer Feedback Surveys;
- Website;
- AA QA PRO 06a Form; or
- Electronic QMS.

7.1.2 The responsible BM will carry out a quick assessment and allocate the request to a suitably qualified staff member to review. The BM must provide feedback on the management and review to the customer in writing (as required) and attach to the Electronic QMS to close the action.

### Complaints and Appeals

7.1.3 A customer complaint of a general nature (including issues which involve another student), should be directed initially to an AA staff member.

7.1.4 The customer can communicate either informally (verbally) or formally (written) and lodge as per 7.1.1.

7.1.5 The customer may be accompanied by another person at any stage, at their own cost.

7.1.6 If the customer complaint is about an AA staff member refer to AA QA PRO 14 Confidential Reporting System.

7.1.7 A verbal complaint received by AA staff shall be lodged through the electronic QMS and if of a serious nature, should be brought to the immediate attention of the QAM. The process must commence within 10 days of the formal lodgement of the complaint.

- In person – staff should provide the option to the customer to have the complaint lodged by the staff member immediately on the electronic QMS or be provided with form AA QA PRO 06a for completion.
- Telephone – staff member receiving the phone call to lodge the complaint on the electronic QMS, or advise options of customer lodging as per 7.1.1.
- Other forms of correspondence – forward to QA for processing.

7.1.8 Issues of a more serious nature which may significantly affect an individual's ability to continue learning should be communicated by the customer either verbally or in writing. Such matters may include but are not limited to:

- Discrimination.
- Sexual harassment or bullying.
- Matters of academic record or standing.
- Matters relating to payment or refund of fees.

7.1.9 If the complaint can be resolved informally, details of the complaint and resolution need to be recorded within the electronic QMS, noting the resolution. This is a regulatory requirement to report statistics of complaints and resolution. It is essential that all complaints, even those that are easily resolved, are reported as this will affect overall statistics.

7.1.10 The record of complaint and results of review may be accessed by both parties but otherwise will remain confidential.

7.1.11 If the complaint cannot be resolved informally, then Stage 1 of the complaint procedure must be initiated.

**Internal Review – Stage 1**

7.1.12 This involves the lodging of the complaint via the most appropriate form, as above in 7.1.1.

**Note:** For appeals against Part 66 examinations refer to AA EX PRO 07. All other appeals against academic matters must be lodged within 28 days following receipt of written notice of a decision.

7.1.13 Details of the complaint are registered in the electronic QMS and assigned to the appropriate BM for action.

7.1.14 QAM is to be advised and is to acknowledge the customer complaint via return email, if possible.

7.1.15 The BM will receive an email notification. The BM or delegate must commence the review/investigation within 10 working days of lodgement date.

7.1.16 The relevant BM or delegate will investigate the matter and gather information from relevant parties to determine if the complaint or appeal is justified. Where required, the BM or delegate identifies the root cause and appropriate corrective and preventative action to rectify the issue, and if necessary, instructor(s) or examiner(s) are tasked for appropriate action, details of which should be entered into the electronic QMS.

7.1.17 A customer response may be needed to complete the investigation. If the customer does not respond to requests for information within 60 days, the complaint may be considered closed.

7.1.18 QA is to be notified of any responses to assigned issues in order to monitor the process and remaining timeframes.

7.1.19 If the BM considers that more than 60 days are required to complete the process; the complainant must be notified in writing. AA will also provide regular updates to the complainant detailing the stages of the process.

- 7.1.20 AA must provide a written statement of the outcome, including details of the reasons for the decision, as soon as practical but no later than 28 days after receiving the complaint. The reply must adequately describe AA's investigation status, results of the complaint and advice about how to appeal the decision. The written statement is uploaded to the electronic QMS for record keeping purposes and a copy added to any relevant file.

#### **Complaints Review**

- 7.1.21 QA will review the outcome, AA will implement any additional corrective or preventative action, as required.

#### **Management Review**

- 7.1.22 The QAM will report on open issues on a monthly basis to the CEO and prepare an annual report for the annual management review.

#### **Internal Appeal Review – Stage 2**

- 7.1.23 Should the customer be dissatisfied with the outcome, the QAM shall review the complaint and decision. This should include a face to face meeting where possible with the customer. Should a face to face not be possible or appropriate then the QAM will respond in writing to the customer within 10 working days.
- 7.1.24 Should the customer still be dissatisfied with the outcome, the CEO shall review the complaint and decision. If required, this should include a face to face meeting where possible with the customer. Should a face to face not be required then the CEO or delegate will respond in writing to the customer within 10 working days.

#### **External Review - Stage 3**

- 7.1.25 Should the customer still be dissatisfied, they may within 7 days of receipt of the outcome of the internal review, request the QAM to refer the matter to an appropriate external and independent person to review (at no cost).
- 7.1.26 Both the customer and AA may be accompanied or assisted by another person at the review, at their own cost.
- 7.1.27 A written copy of the outcome of the external review, including the reasons for the decision will be made available to both the customer and AA.
- 7.1.28 AA will implement decisions made by an external independent party and keep a record of the entire process on the student's electronic file for at least five years. The results may be accessed by both parties but otherwise will remain confidential.

## **8. Records**

- 8.1 QA maintains all records within the electronic QMS for an indefinite period.

**9. Flowchart**

**9.1 Improvement, Complaint and Appeal Process**

