

**1. Purpose**

1.1 The purpose of this policy is to ensure the fair, transparent and professional management of complaints and appeals. Aviation Australia (AA) manages all complaints and appeals impartially and equitably with the view to resolving any differences between AA and its customers.

**2. Scope**

- 2.1 This policy applies to anybody accessing a service through AA.
- 2.2 This policy does not apply to appeals relating to pilot examinations provided by the Civil Aviation Safety Authority (CASA). Any complaints or appeals relating to such exams must be directed to CASA.
- 2.3 For appeals relating to Part 66 Examinations, refer to AA EX PRO 07.

**3. Revision Details**

3.1 This section outlines any adjustments made to the document during the most recent revision.

Section Reference #	Rationale for Change
All	Make document more contemporary with current practices and clarify document scope, including title change. Examination Appeal grounds reference removed.

**4. Regulatory References**

- 4.1 Standards for Registered Training Organisations 2015 – Clause 6.1 to 6.6 Managing Complaints and Appeals.
- 4.2 National Code of Practice 2018 – Standard 10 Complaints and Appeals.
- 4.3 VET Student Loans Rules 2016 -4.8.9 Processes and Procedures Relating to Student Complaints.

**5. Related Documentation**

- 5.1 AA QA PRO 06 Customer Feedback Management.
- 5.2 AA EX PRO 07 Part 66 Examination Appeals.
- 5.3 AA EX PRO 02a Examination Conditions.

**6. Glossary of Terms**

- 6.1 **Academic matters** – includes matters relating to student progress, assessment, curriculum and awards in a course of study being undertaken with AA.
- 6.2 **Appeal** – A request to have a decision related to an academic or non-academic matter reviewed for a fairer outcome for all parties involved.
- 6.3 **Complaint** – An expression of dissatisfaction with the quality of a product or a service.

6.4 **Non-academic matters** – includes all matters of a non-academic nature including enrolment in a course and any other personal concerns.

**7. Responsibilities**

- 7.1 The document owner holds the delegated authority for the proper execution of this procedure.
- 7.2 The responsible delegate insures the implementation and adherence to the policy / procedure.

<b>Document Owner:</b>	Quality & Risk Manager
<b>Responsible Delegate(s):</b>	Training Department Managers and Quality & Risk Team

Key Stakeholder Positions may contain multiple responsibilities for various parts of the document however the overall responsibility must remain with the document owner.

<b>Key Stakeholder Positions – Mandatory Consultation Required</b>
N/A

- 7.3 The various Training Department Managers are responsible for the management of complaints and appeals other than those relating to Part 66 regulatory examinations.
- 7.4 All Complaints and Appeals must be processed by the Training Department Managers and recorded via the electronic QMS for statistical analysis and annual review.

**8. Policy**

- 8.1 AA is committed to providing an equitable and timely complaints and appeals process accessible and open to all AA customers.
- 8.2 AA will afford natural justice and procedural fairness to all parties and aim to:
  - 8.2.1 facilitate open and honest communication and maintain a culture that views complaints and appeals as an opportunity to improve the organisation.
  - 8.2.2 ensure that there is a consistent approach to the management of complaints and appeals.
  - 8.2.3 ensure a student is entitled to lodge a complaint or appeal at no cost and may be accompanied or assisted by another person (at their own cost) at any time during the process.
  - 8.2.4 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.

**8.3 Complaint and Appeal Timeframes**

- 8.3.1 Refer to AA QA PRO 06 Customer Feedback for non-Part 66 examination appeals and complaints flowchart.
- 8.3.2 Refer to AA EX PRO 07 for Part 66 examination appeals flowchart.

**9. Records**

- 9.1 A record of complaints and appeals other than Part 66 examination appeals is maintained in the electronic QMS for an indefinite period.

**10. Flowchart**

- 10.1 N/A