

1. Purpose

- 1.1 Feedback from customers is vital to ensure we continue to deliver high-quality products and services to our customers.
- 1.2 Customer Feedback consists of:
 - Compliments
 - Complaints
 - Appeals
 - Suggestions / Continuous Improvement
- 1.3 When customer feedback consists of a complaint, we must ensure that this is managed professionally with the view to reaching 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 a decision, referred to as an appeal.

2. Scope

- 2.1 This procedure applies to customer feedback relating to the quality of any product or service or the outcome of a decision (training and non-training) offered by Aviation Australia (AA).
- 2.2 Examination appeals related to Part 66 examinations are covered by AA EX PRO 07 and are excluded from this procedure.

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 POL 01 Customer Complaints and Appeals.
- 5.2 AA QA PRO 10 Continuous Improvement, Issues and Action Management.
- 5.3 AA EX PRO 07 Part 66 Examination Appeals.

6. Glossary of Terms

- 6.1 **Appeal** – A request to have a decision related to an academic or non-academic matter reviewed for a fairer outcome for all parties involved.
- 6.2 **Complaint** – An expression of dissatisfaction with the quality of a product or a service.
- 6.3 **Customer** – Any individual or entity AA is providing a product and or service to or is seeking to engage with.
- 6.4 **QMS** – Quality Management System

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.

Document Owner:	Quality & Risk Manager
Responsible Delegate(s):	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.

Key Stakeholder Positions – Mandatory Consultation Required
N/A

8. Procedure

- 8.1 This procedure should be read in conjunction with AA QA POL 01 Customer Complaints and Appeals. This procedure applies to complaints/appeals of any non-academic nature. It is intended to be flexible enough to adapt to each individual circumstance.

Feedback Mechanisms

8.1.1 Feedback may be lodged using any of the following mechanisms

- Satisfaction Surveys;
- QR Code Feedback Form
- QMS electronic entry
- Website Feedback Form;
- AA TA PRO 03c Form

Compliments and Suggestions

8.1.2 Customer compliments and suggestions are greatly welcomed by AA, this feedback assists the business to maintain current effective practices and to embrace a culture of continuous quality improvement.

Complaints and Appeals

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

8.1.4 The customer can communicate either informally (verbally) or formally (written) as per below:

- Face to Face or Telephonic complaint – to staff member to advise the customer of the lodging options as per 8.1.1.
- Direct correspondence for appeals only– forward to the Quality Assurance Management email account for processing (QAM@aviationaustralia.aero).

8.1.5 The customer may be accompanied by another person at any stage of the complaints/appeals process, at their own cost.

8.1.6 Issues of a more serious nature which may significantly affect an individual's ability to continue learning should be communicated by the customer without any delay. 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.

8.1.7 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.

8.1.8 The record of the complaint or appeal and the associated outcome may be accessed by both parties but otherwise will remain confidential. The outcomes will only be shared within the internal system as required to process any relevant actions.

8.1.9 If the Complaint cannot be resolved informally, then Stage 1 of the Internal Review process must be initiated.

8.1.10 If an Appeal is regarding a decision already made by the business, then Stage 2 of the Internal Review process must be initiated.
E.g. Decision of the Notice of Intent to report (NOI).

Note: For appeals against Part 66 examinations refer to AA EX PRO 07.

Business Manager Internal Review – Stage 1

- 8.1.11 This involves the lodging of the complaint via the most appropriate method, as above in 8.1.1.
- 8.1.12 Details of the complaint are registered in the electronic QMS and assigned to the appropriate Business Manager (BM) for action.
- 8.1.13 The BM will receive an email notification. The BM or delegate must commence the review/investigation within 10 working days of lodgement date, including an acknowledgement to the customer in which the customer is to be given the opportunity to formally present their case.
- 8.1.14 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.
- 8.1.15 A customer response may be needed to complete the investigation. If the customer does not respond to requests for information within 60 calendar days, the complaint may be considered closed.
- 8.1.16 If the BM considers that more than 60 calendar days is 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, this may be done verbally or in writing, either way, this contact with the customer is to be captured in the electronic QMS as a formal record of contact.
- 8.1.17 AA must provide a written statement of the complaint outcome within 60 calendar days of lodgement date. The reply must adequately describe the reason for the decision 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.
- 8.1.18 Should the outcome not be accepted, customer may choose to appeal within 7 calendar days.

QRM Internal Review – Stage 2

- 8.1.19 The customer may request that the Quality and Risk Manager (QRM) perform a secondary review. The QRM must commence the review/investigation within 10 working days of lodgement date, including an acknowledgement to the customer in which the customer is to be given the opportunity to formally present their case. The QRM must provide a final response to the appeal within 30 calendar days and must adequately describe the reason for the decision 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.
- 8.1.20 Should the outcome not be accepted, customer may choose to appeal within 7 calendar days.

CEO Internal Review – Stage 3

- 8.1.21 The CEO to perform an additional review of the decision. The CEO must commence the review/investigation within 10 working days of lodgement date, QRM to acknowledgement with the customer. The CEO must provide a final response to the appeal within 20 calendar days and must adequately describe the reason for the decision 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.
- 8.1.22 Should the outcome not be accepted, customer may choose to appeal within 7 calendar days.

External Review – Stage 4

- 8.1.23 Request the QRM to refer the matter to an appropriate external and independent person to review (at no cost).
- 8.1.24 Both the customer and AA may be accompanied or assisted by another person at the review, at their own cost.
- 8.1.25 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.
- 8.1.26 AA will implement decisions made by an external independent party immediately and advise the customer of the same. All records of the entire process will be kept on the student's electronic file. The results may be accessed by both parties but otherwise will remain confidential. The outcomes will only be shared within the internal system as required to process any relevant actions.

Management Review

8.1.27 The QRM may review the outcome of any customer feedback and recommend additional corrective or preventative actions as required.

8.1.28 The QRM will report on customer feedback statistics regularly via the scheduled Management Review reporting process.

9. Records

9.1 All records within the electronic QMS are kept for an indefinite period.

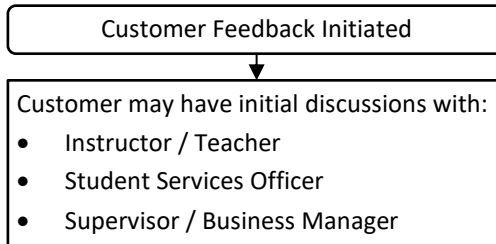
9.2 All records of any external review decision will also be kept on the student's electronic file for at least five years.

10. Flowchart

10.1 Customer Feedback Process

Customer feedback can be from:

- Business Customer
- Student
- Parent
- Prospective Student



NOTE: At each stage of the process, the customer may be accompanied or assisted by another person (at their own cost)

