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COMPLAINTS AND APPEALS POLICY AND PROCEDURE

1.0 Purpose

- 1.1 This policy applies to international students only.
- 1.2 In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Australian Airline Pilot Academy Pty Ltd has developed this document to outline the procedures and process for students to have their complaints and appeals addressed effectively, efficiently, fairly and inexpensively in a timely manner.
- 1.3 This policy details the process for lodging an informal complaint all the way through to lodging a formal complaint or appeal and final decision.
- 1.4 The process will begin within **10 working days** of the formal lodgement of the complaint or appeal.
- 1.5 In regard the complaints handling and appeals process, students have the opportunity to formally present their case at no cost.

2.0 Procedure

- 2.1 At induction day, all students are briefed in regards how to lodge an informal and formal complaint and the process for appeal. Students are provided direction to access complaints and appeals policy and associated application form.
- 2.2 Staff is also provided an induction to the complaints and appeals policy and procedure.
- 2.3 Lodging an Informal Complaint
 - 2.3.1 AAPA has several avenues for resolving the various levels of issues:
 - 3.3.1.1 Maintenance request. Students are required to raise an automated maintenance ticket at <http://maintenance.rex.org.au> and the matter should be attended to expeditiously by our on-site maintenance crew. For IT issues, the address for the ticket is <http://it.rex.org.au/>.
 - 3.3.1.2 Suggestions for Improvement. This can be posted on the forum at <http://commonaapa.aapaforum.com/> and management will follow up on the suggestion. This forum can also be used for exchanging general information with all the other cadets at AAPA. If you prefer your suggestion not to be disclosed to everyone, you could drop an email to rto@aapa.net.au. At different stages of training, feedback form is also distributed for continuous improvement.

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However the forum for suggestions can occur any time to complement the additional requirements from the students.

3.3.1.3 Administrative needs. Students can email directly to rto@aapa.net.au.

3.3.1.4 Academic issues. In the first instance, the student may discuss the concern with the trainer or relevant staff depending on the types of issues. The trainer may deem it necessary to document the concern and ask student to formalise the concern.

2.3.2 If at this stage the concern cannot be corrected or a response is not satisfactory to student, the next step is for the student to complete the formal process which involves completing the complaints and appeals application form which is available on our website or requested by emailing rto@aapa.net.au.

2.4 Lodging a Formal Complaint

2.4.1 Complaints and Appeals Application form (F.82) should be completed fully, detailing:

- 1) Details of complaint
- 2) Relevant dates
- 3) Steps taken to resolve complaint
- 4) Provide supporting evidence

2.4.2 The completed form should be submitted to AAPA Management Committee via email Management-Committee@aapa.net.au.

2.4.3 Once the application form has been received, it will be printed out, signed and dated.

2.5 After formal lodgement of the complaint application, AAPA Management Committee will review the issue and, within **10 working days** make a decision on the case.

2.6 The decision might be to agree with the validity of the complaint and take appropriate action to remedy concern, or to dismiss the complaint. The decision will be provided back to student in written format including details and reasons for the decision.

2.7 If the case requires further evidence, the student will be invited to formally present their case at a meeting with at least one of the AAPA Management Committee. The intent is to resolve the complaint in an amiable manner as soon as possible.

2.8 The student has the right to be assisted or accompanied by a support person.

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2.9 Minutes will be taken of the meeting (this will include: time, date, names of people attending meeting and positions) and a decision will be made at the meeting, this will be provided also in written format including details and reasons for the decision.

2.10 Processing Timelines

Our students are our customers and must be treated as such. Complaints and appeals are regarded a priority for analysis and actioning and so the AAPA Management Committee will investigate the formal application within timelines stated above.

2.11 There are a number of situations where the student may receive a '**Letter of Intent**' to report to Department of Education and Training via PRISMS. This may be related to: breaches of course progress requirements (section 19 ESOS Act) or breaches of attendance requirements (section 19 ESOS Act) or for deferral, or for suspension or cancelling a student enrolment. In these situations it is important for the student to understand the implications of no action on their behalf and that if they intend on lodging a formal complaint they only have **20 working days** in which to do so. After which time, if AAPA receives no response from the student it will complete the reporting process as required by the ESOS Act.

2.12 Decision

2.12.1 Decisions will be documented in the complaints and appeals application form including the outcome, details and reasons for the decision. The decision document and complaints outcome letter will be given to student in written format.

2.12.2 If the student is not happy with the decision they may choose to access the appeal process.

2.12.3 If the decision requires corrective actioning, this will be documented and assigned completion date with responsibility.

2.13 Appealing Process

2.13.1 In the situation where the decision has not been acceptable to student, the student has the right to access the appealing process within **20 working days from the date of decision**.

2.13.2 Students can submit complaints and appeals application form to Management-Committee@aapa.net.au.

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2.13.3 AAPA Management Committee follows the same process as formal complaints application and provides the student the outcome in writing within **10 working days**.

2.13 External Appealing Process

2.13.1 In the situation where the decision of appeal within AAPA has not been acceptable to student, the student may wish to seek external appeal. Student must lodge their appeal to the external party within **10 working days** from the date the decision has been made.

2.13.2 Students can submit complaints to Overseas Students Ombudsman. To find out more about what the agency can do for you, please visit <http://www.oso.gov.au/making-a-complaint/>.

2.13.3 In the situation you seek external appeals regarding outcome of the training and assessment, please contact Australian Skills Quality Authority and follow the information on <http://www.asqa.gov.au/complaints/make-a-complaint---overseas-students/make-a-complaint---overseas-students-1.html>.

2.13.3 At the same time of the external appeal lodgement, student must inform AAPA by sending an email to rto@aapa.net.au.

2.14 A decision will be made to affirm and remit registered providers decision after internal/external appeal.

2.14.1 If the decision by the external appeals adjudicator is to affirm the registered provider's decision, then AAPA will upon receiving formal documentation of decision take appropriate actions, for example issuing a Section 20 Notice in case of breaches of Standard 10 or 11. This will occur within **5 working days** of receiving formal decision.

2.14.2 However, if the decision by the external appeals adjudicator is to remit the AAPA's decision, then AAPA will upon receiving formal decision then take appropriate actions, for example, document a corrective action, correct the issue and provide outcome to student in writing.

3.0 Enrolment Status

- 3.1 AAPA will maintain the enrolment of the student until the complaints and appeals process is completed. This means that we will not notify Department of Education and Training of any changes to the student's enrolment status via PRISMS.
- 3.2 However, in the case of external appeal the continuance of enrolment during this process will depend on the type of appeal.
- 3.2.1 In the case of unsatisfactory attendance or course progress and our decision to report student, the student's enrolment will be maintained until the external complaints process is complete and the decision of provider has been upheld. At this point in time the student will be reported as per Standard 10 or 11.
- 3.2.2 In the case of unsatisfactory attendance or course progress, we allow only one (1) external appeal process before we report student – this is to remove the issue of when a student may wish to apply multiple external appeals processes which would stonewall the process.
- 3.2.3 In the case of an appeal against the providers decision to defer or suspend a student's enrolment due to misbehaviour or to cancel the students enrolment, AAPA will wait until the internal appeals process has been completed (this must be in favour of provider) at this point in time the provider will notify Department of Education and Training via PRISMS of the change to students enrolment.

Note:

This policy does not require that we continue to offer learning to students throughout the complaints or appeal process. For example:

The student has continually misbehaved in class and so AAPA Management Committee has decided to prohibit (excludes) the student from attending class.

The provider may still provide the student work to be completed away from class (so that student does not fall too far behind) until the decision on complaint or appeal has been made.

4.0 Records of Complaints and Appeals and Decisions

- 4.1 Records of complaints and appeals and decisions are located in the complaints and appeals register and a reference in the students file. This also includes an acknowledge receipt signed by student.

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4.2 The availability of this complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws.

5.0 Associated documents:

F.80 – Student Transfer Application

F.81 – Student Release Application

5.0 Associated standards

Refer to: [ESOS Act 2000 Section 21, National Code 2018 Standard 1.3, 7]

Responsibility: AAPA Management Committee

Approved by: AAPA Executive Chairman

Amendments:

Date	Version number	Description of amendment	Authorised officer making amendment
23/10/2019	1.1	Update National Code of Practice	Henry Chia