



National Provider Number: 52396

Complaints Policy

1. Purpose

Southern Aviation Pty Ltd is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Southern Aviation Pty Ltd is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners and third party training and assessment providers who provide services on behalf of Southern Aviation Pty Ltd.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged, and dealt with in a fair, efficient, and effective manner.

The object of this policy is to ensure that Southern Aviation Pty Ltd staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

Southern Aviation Pty Ltd acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by Southern Aviation Pty Ltd.

Southern Aviation Pty Ltd will ensure that clients have access to a fair and equitable process for expressing complaints, and that Southern Aviation Pty Ltd will manage the complaint with fairness and equity.

Southern Aviation Pty Ltd will not charge the client for either an internal or external grievance review. During the internal or external review each party has the right to be accompanied or assisted by another person, at that client's cost.

In doing so, Southern Aviation Pty Ltd:

- a) has written procedures in place for collecting and managing complaints in a constructive and timely manner.
- b) ensures that these procedures are communicated to all staff, third party partners and clients.
- c) ensures that all necessary documentation and resources are in place to enable clients to submit a complaint.
- d) ensures that each complaint and its outcome is recorded in writing; and

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- e) ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

3. Policy Principles

3.1 Principles

In managing complaints, Southern Aviation Pty Ltd will ensure that:

- a) The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- b) The complaints policy is publicly available.
- c) There is a procedure for making a complaint.
- d) Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- e) Complaints will be resolved on an individual case basis, as they arise.
- f) All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- g) If Southern Aviation Pty Ltd initiate the cancellation of a student's course enrolment it will:
 - Provide the student with 28 days to initiate grievance procedures before the cancellation takes final effect
 - Provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed.
- h) The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation, and conciliation.
- i) The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- j) In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- k) Final decisions will be made by the Director Southern Aviation Pty Ltd or an independent party to the complaint.

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- l) The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- m) If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- n) If the complaint will take in excess of 60 calendar days to finalise Southern Aviation Pty Ltd will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- o) Victimisation of complainants, respondents, or anyone one else involved in the complaint resolution process will not be tolerated.
- p) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current of future training.

3.2 Types of Complaints

A complaint may include allegations involving the conduct of:

- a) Southern Aviation Pty Ltd, its trainers, assessors, or other staff; or
- b) A learner of Southern Aviation Pty Ltd.

4. Southern Aviation Pty Ltd Responsibilities

The Director of Southern Aviation Pty Ltd is the Complaints Resolution Officer. The Director may delegate responsibility for the resolution of the complaint if necessary.

Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Client Handbook and Southern Aviation Pty Ltd website.

5. Process

5.1 Complaints

If a client has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved, they will be asked to lodge a formal complaint in writing within 7 days. Southern Aviation Pty Ltd will then investigate the complaint and advise the complainant of the outcome.

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5.2 Complaints Process

All complaints shall follow the below process:

- a) If a client has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue
- b) If the complainant is not satisfied, they are to make a submission in writing to the Administrator within 7 days of the incident.
- c) A submitted complaint form will constitute a formal complaint from the client.
- d) The Director Southern Aviation Pty Ltd must be informed of receipt of all complaints immediately.
- e) The Director Southern Aviation Pty Ltd may delegate responsibility for the resolution of the complaint.
- f) In the case of a complaint, the Director Southern Aviation Pty Ltd will initiate a transparent, participative investigation to identify the issues.
- g) Complaints will be processed in accordance with the Complaints flowchart - Annex A.
- h) Complaints, where possible, are to be resolved within 28 calendar days of the initial application.
- i) In all cases the final conclusion will be assessed by the Director Southern Aviation Pty Ltd.
- j) The Client will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- k) If the complainant is not satisfied with the outcome, they have the option to seek an independent third party to mediate. Southern Aviation are prepared to pay for 2 hours mediation through Australian Mediation Association to assist in resolving this issue within the 60-day time frame. <http://ama.asn.au/>.

6. Access & Equity

The Southern Aviation Pty Ltd Access & Equity Policy applies. (See Access & Equity Policy)

7. Records Management

Records of all complaints and their outcomes are maintained securely.

Records of complaints include:

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- a) How the complaint was dealt with.
- b) The outcome of the complaint.
- c) The timeframes for resolution of the complaint.
- d) The potential causes of the complaint; and
- e) The steps taken to resolve the complaint.

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

8. Monitoring and Improvement

All complaints practices are monitored by the Director Southern Aviation Pty Ltd and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

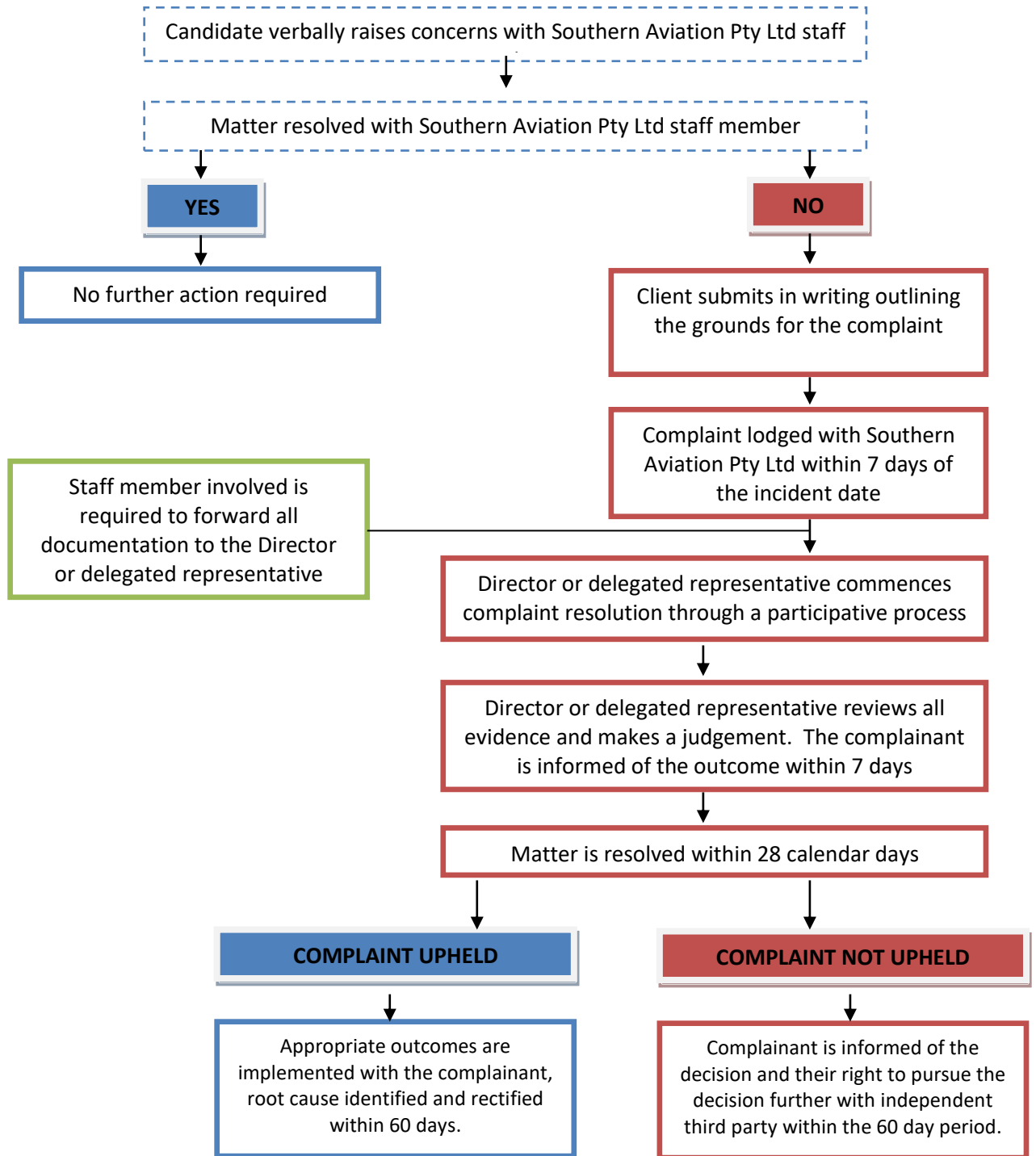
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ANNEX A: Complaints Process



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