

1. Purpose

- 1.1 The purpose of this policy is to ensure complaints and appeals are managed impartially and equitably to resolve any difference between Aviation Australia and any of its customers and to define how students can have an academic or administrative decision re-evaluated by Aviation Australia.

2. Scope

- 2.1 This policy applies to anybody accessing a service through Aviation Australia.

3. Regulatory References

- 3.1 National Code of Practice 2007 – Standard 8 ‘Complaints and Appeals’.
3.2 Standards for NVR Registered Training Organisations 2012.
3.3 ISO 9001: 2008 Quality Management System.
3.4 NEAS Standards and Criteria.

4. Related Documentation

- 4.1 AA QA 06 Customer Improvements or Complaints.
4.2 AA EX 07 Examination Appeals.
4.3 AA EX 02a Examination Conditions.

5. Glossary of Terms

- 5.1 **Complaint** – An expression of dissatisfaction with the quality or delivery of service, a policy or procedure, or the conduct of another person.
5.2 **Appeal** – A request to have an assessment, administrative or examination decision reviewed for a fairer outcome for all parties involved.

6. Responsibilities

- 6.1 The Quality Assurance Manager is responsible for the proper execution of this Policy.
6.2 The Chief Examiner is responsible for the management of Part 66 regulatory examination appeals.
6.3 The various training department managers are responsible for the management of complaints and appeals other than those relating to Part 66 regulatory examinations.
6.4 All complaints must be processed by the Chief Examiner or Business Unit Manager and recorded via the Helpdesk for statistical analysis and annual review.

7. Policy

- 7.1 Aviation Australia is committed to providing effective, equitable and timely complaints and appeals process accessible and open to all Aviation Australia customers and staff.
7.2 Aviation Australia will afford natural justice and procedural fairness to all parties and aim to:
7.2.1 Facilitate open and honest communication and maintain a culture that views complaints and appeals as an opportunity to improve the organisation;
7.2.2 Ensure that there is a consistent approach to the management of complaints and appeals.
7.2.3 A student is entitled to lodge a complaint or appeal at no cost and may be accompanied and assisted by a support person at any time during the process.
7.2.4 Aviation Australia will maintain the student’s enrolment throughout the complaints and appeals process, however Aviation Australia reserves the right to withhold learning opportunities from the student should it be deemed the most appropriate temporary solution.

7.3 Guidelines for Acceptable Grounds for Making an Appeal:

7.3.1 The following guidelines indicate acceptable grounds for appeal:

- Inequitable assessment when compared with other students.
- Situations where non-academic factors have affected assessment.
- Faulty administration or faulty conduct of the assessment.
- Inadequate allowance for special consideration in assessment (note that appeals may be made in relation to special consideration only if appellant has previously, formally and correctly applied for special consideration).

7.3.2 An individual feels that they:

- can demonstrate, by written application that Aviation Australia failed to ensure that exam conditions as prescribed in AA EX 02a Examination Conditions were not complied with.
- can demonstrate, by written application they have been unfairly treated in the process of assessment.
- can demonstrate, by written application they have been unfairly treated by persons involved in the conduct of an examination or assessment.
- can demonstrate (with supporting evidence), by written application, that a Part 66 examination mark should be reconsidered.
- can demonstrate, by written application, that an assessment should be reconsidered.
- can demonstrate, by written application that they have grounds for appealing a decision made by Aviation Australia in regards to non-academic matters. For example: A student is being reported to immigration for breaching visa conditions.

7.4 Unacceptable Grounds for Appeal:

7.4.1 An individual feels that:

- they don't like the mark.
- they are close to a pass mark.
- they put a lot of effort into studying.
- this is a failing mark and they don't like to fail.
- they worked with another student and they got a higher mark.
- their mark makes them uncompetitive.
- they don't like the way a question/questions are written.
- they don't like the person that performed their assessment.
- they don't like the person that supervised their examination.

7.5 Appeals for Part 66 examinations will be dismissed where a score equal to or greater than 75% has been achieved by an individual.

7.6 Appeals will only be accepted if they have been submitted by an individual for the individual. Group or class appeals will be rejected.

7.7 Appeal Timeframes

7.7.1 Examination appeal

- Paper based Aviation Regulatory examination appeals must be submitted within 7 working days of official notification results.
- Electronic examination with built in appeals process will be processed on receipt of official written examination appeal form.

7.7.2 Non-Academic matters

- An individual has 20 working days to appeal from receipt of written notice of a decision.
- AA must commence action in 10 working days and endeavour to provide a resolution in 30 days.
- Please refer to AA QA 06 Customer Improvements or Complaints for non-examination appeals and complaints flowchart.
- Please refer to AA EX 07 Examination Appeals for flowchart.

7.8 External Contact Details

<p>Department of Justice and Attorney-General Dispute Resolution Centre <i>Students can request remediation at one of these centres.</i> Phone – 07 3006 2518 Address: Level 1 Brisbane Magistrates Court 363 George St Brisbane QLD 4000</p>	<p>Anti-Discrimination Commission Queensland <i>If your dispute relates to how you have been treated in regards to your gender, age, race, religion, impairment, political belief.</i> Phone: 1300 130 680</p>
<p>Queensland Civil and Administrative Tribunal <i>If your dispute involves student fees or charges.</i> Phone: 1300 753 228 www.qcat.qld.gov.au</p>	<p>Immigration Department <i>For information on visas and immigration matters.</i> Phone: 131 881 www.immi.gov.au</p>
<p>Association of Dispute Resolvers Level 1 13-15 Bridge Street Sydney NSW 2000 Phone: 1800 651 650 www.leadr.info</p>	<p>National Training Complaints Hotline <i>Students can register a complaint concerning Vocational Education and Training</i> Phone: 13 38 73 Email: skilling@education.gov.au</p>

8. Records

- 8.1 A record of complaints and appeals other than Part 66 examination appeals is maintained by the QAM within the internal audit tracking system.
- 8.2 A record of Part 66 examination appeals is maintained by the Chief Examiner.

9. Flowchart

N/A