

# VET STUDENT SUPPORT

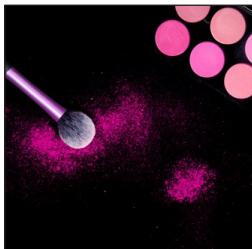
## Grievance Policy and Procedures



### Definitions

For the purposes of this policy:

**Student/s** refers to all persons enrolled with Australian Academy of Beauty Dermal and Laser Pty Ltd including persons enrolled in an approved course under the VET Student Loans Act 2016 and Rule 86 and 87. For the purposes of non-academic grievances, the term Student also refers to a person seeking to enrol with Australian Academy of Beauty Dermal and Laser Pty Ltd.



**Complainant** A person enrolled or seeking to enrol with Australian Academy of Beauty Dermal and Laser Pty Ltd, including persons enrolled in an approved course under the VET Student Loans Act 2016, or who is a parent or legal guardian of a person enrolled or seeking to enrol and such person is under 18 years of age who have lodged a grievance with Australian Academy of Beauty Dermal and Laser Pty Ltd.

### 1. Overview

Australian Academy of Beauty Dermal and Laser Pty Ltd is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.



Academic matters include those matters which relate to student progress, assessment, course content or awards for a course.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards for a course and include grievances in relation to personal information that the provider holds in relation to the student as well as enrolment in a course. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study. Grievance procedures are publicly and readily available on our website and in the Student Handbook and Prospectus.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

If a student chooses to access this grievance handling procedure, Australian Academy of Beauty Dermal and Laser Pty Ltd will maintain the student's enrolment while the grievance and appeals process is ongoing.

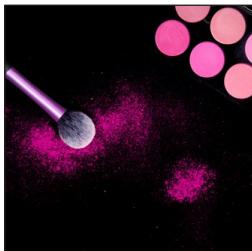
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### **2. Responsibility**

The CEO is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation during staff induction and Students and Complainants are made aware of its availability through student orientation and our website.



### **3. General principles**

These principles, which will be adhered to by the Australian Academy of Beauty Dermal and Laser Pty Ltd, apply to all stages of this grievance procedure:



- Learners are supported to provide feedback and make a complaint when required
- Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure the principles of natural justice and procedural fairness are adopted at every stage of the grievance and appeals process.
- The Complainant and any respondent will have the opportunity to present their case at each stage of the grievance and appeals procedure.
- The Complainant and any respondent have the option of being accompanied/ assisted by a third person (such as a family member, friend or counsellor) at their own cost if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of at least 7 years. These records will be kept strictly confidential and stored electronically. Access to these records may be requested by parties who have used this procedure by writing to the CEO sue@aabt.com.au.
- A Complainant shall have access to these grievance procedures at no cost.
- Australian Academy of Beauty Dermal and Laser Pty Ltd will analyse all grievances and appeals to determine any underlying causes and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure that all decisions arising from the grievance procedure are fully implemented.

### **4. What is a grievance?**

A grievance is generally negative feedback about services or people which has not been resolved locally.

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### 5. Who does this policy apply to?

This policy applies to and may involve issues concerning the conduct of:

- Australian Academy of Beauty Dermal and Laser Pty Ltd as an organisation, its trainers, assessors or other staff.
- Third party's services provided on the behalf of Australian Academy of Beauty Dermal and Laser Pty Ltd, its trainers, assessors or other staff or visiting industry experts; or
- a student of Australian Academy of Beauty Dermal and Laser Pty Ltd.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to grievances that may be made by Students. A grievance may be made by an employer about Australian Academy of Beauty Dermal and Laser Pty Ltd or by a Trainer about the conduct of a student. Throughout this policy we refer to the person making a grievance as simply the Complainant.

### 6. Relationship to continuous improvement

Frequently, the grievance handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement.

This outcome of grievances handling is very positive and should be actively applied by all persons involved. It is for this reason that grievances received from stakeholders should be seen in a positive light and as opportunities for improvement.

### 7. Informal Grievance Procedures

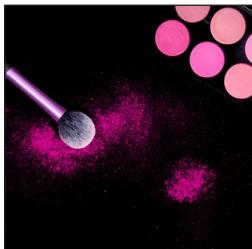
An informal grievance is a matter which has a minor impact on the services provided by the Australian Academy of Beauty Dermal and Laser Pty Ltd, for which the complainant does not feel will require significant action to resolve i.e. the air conditioning is too cold or not working.

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that grievances can be avoided by proper communication and respect between persons involved.

All Complainants are encouraged to discuss grievances at any time by talking directly with the person concerned and or with the Director of Studies.

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### **8. Formal Grievance Procedure**

#### **8.1 Stage 1**

A formal grievance must be received by Australian Academy of Beauty Dermal and Laser Pty Ltd in writing in order to be acted on. Grievances may be made by any person.

To make a formal grievance, the Complainant is required to complete the Australian Academy of Beauty Dermal and Laser Pty Ltd - Grievance Form. This form is available on the website and student portal. It can also be obtained from the Australian Academy of Beauty Dermal and Laser Pty Ltd office by contacting the Deputy CEO.

The completed Grievance Form can be submitted to the Deputy CEO, Olivia Figliuzzi via email to [olivia@aabt.com.au](mailto:olivia@aabt.com.au)

If a Complainant has any difficulty accessing the required form or submitting the grievance to Australian Academy of Beauty Dermal and Laser Pty Ltd, they are advised to contact The Academy CEO Olivia Figliuzzi at the following phone number: 0401 488 114.

Grievances about a particular incident should be made as soon as possible, preferably no later than (30) calendar days of the incident occurring.

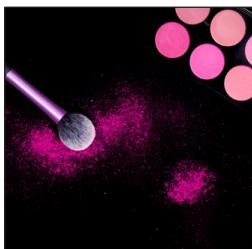
A person who makes a grievance will be provided a written acknowledgement of receipt as soon as possible and not later than 24 hours from the time the grievance is received. This acknowledgement is intended to provide the Complainant assurance that Australian Academy of Beauty Dermal and Laser Pty Ltd has received the grievance and will review the relevant issues and provide a response. The acknowledgement will inform the Complainant that they will receive a written response including reasons for the decision within 15 working days.

Where a grievance is made about or involves allegations about another person, Australian Academy of Beauty Dermal and Laser Pty Ltd is obliged to inform this person about this grievance or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings via electronic means.

The Australian Academy of Beauty Dermal and Laser Pty Ltd will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or grievance will be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

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Where a grievance is received by Australian Academy of Beauty Dermal and Laser Pty Ltd which involves allegations about alleged criminal conduct, Australian Academy of Beauty Dermal and Laser Pty Ltd will recommend the Complainant refer the matter to the relevant State or Territory Police Service.

- The handling of a grievance will commence within five (5) working days of receipt and all reasonable measures are taken to finalise the process as soon as practicable.
- The Complainant is to be provided a written response to the grievance, including details of the reasons for the outcome. A written response must be provided to the Complainant within fifteen (15) working days of the lodgement of the grievance.
- The Complainant will be advised of their right to access Stage 2 of this procedure (Appeals) if they are not satisfied with the outcome of Stage 1.
- Australian Academy of Beauty Dermal and Laser Pty Ltd shall maintain the enrolment of the Complainant during the grievance handling process.
- Decisions or outcomes of the grievance handling process that find in the favour of the Complainant shall be implemented immediately.
- Grievances are to be handled in the strictest of confidence. No Australian Academy of Beauty Dermal and Laser Pty Ltd representative is to disclose information to any person without the permission of the CEO. A decision to release information to third parties can only be made after the Complainant has given permission for this to occur. This permission should be given using the Information Release Form which is available on Moodle Learner platform.
- Grievances are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the grievance handling process. This means that the Complainant is entitled to be heard with access to all relevant information and with the right of reply. The Complainant is entitled to have their grievance heard by a person that is without bias and may not be affected by the decision.
- Any decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed in the Student Handbook.
- Grievance handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

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### **Informing Persons and Responding to Allegations**

Where a grievance involves one person making allegations about another person, it is a requirement for Australian Academy of Beauty Dermal and Laser Pty Ltd to hear both sides of the matter before making any judgements about how the grievance should be settled. A person who will be affected by a decision made by Australian Academy of Beauty Dermal and Laser Pty Ltd as a result of a grievance has the right to be fully informed of any allegations and will be provided adequate opportunity to be heard and respond.

The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Australian Academy of Beauty Dermal and Laser Pty Ltd also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the Complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to appeal or seek a third-party review of decisions made by Australian Academy of Beauty Dermal and Laser Pty Ltd.

### **8.2 Stage 2 (Appeals)**

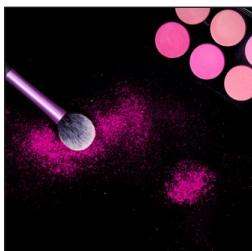
If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing with the CEO of Australian Academy of Beauty Dermal and Laser Pty Ltd. This should be in writing and sent by email to [sue@aabt.com.au](mailto:sue@aabt.com.au). The CEO will notify the Complainant of receipt of the appeal within 5 working days.

The Complainant's appeal will be determined by the CEO who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved. Each party to the review may be accompanied or assisted by another party, at that party's cost.

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### **8.3 Stage 3. External Review**

If the Complainant is not satisfied with the outcome of their appeal, then an independent mediator can be requested to review the decision, through the Resolution Institute Student Mediation Scheme. Complainants can contact the Resolution Institute directly as follows:

Address: Suite 602, Level 6, Tower B, Zenith Centre, 821-843 Pacific Highway, Chatswood, NSW 2067 | Phone: 02 9251 3366 | Free call: 1800 651 650 | Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

The Complainant and any other party to the grievance will be advised in writing of the outcome of the external review, including the reasons for the decision within 20 working days. The Australian Academy of Beauty Dermal and Laser Pty Ltd will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt. Each party to the review may be accompanied or assisted by another party, at that party's cost.

### **Timeframes for Resolution of Grievances**

Grievances must be resolved to a final outcome within sixty (60) calendar days of the grievance being initially received. Where the Australian Academy of Beauty Dermal and Laser Pty Ltd.'s CEO considers more than 60 calendar days are required to process and finalise the grievance, the CEO will inform the Complainant in writing, including reasons why more than 60 calendar days are required. The Australian Academy of Beauty Dermal and Laser Pty Ltd will attempt to resolve grievances as soon as possible and within the timeframe specified in this policy. Complainants will be provided with regular updates on the progress of the grievance.

### **8.4 Unresolved Complaints**

At full conclusion of the complaint handling process where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person making a complaint is to be directed to the following external agencies:

- In relation to consumer related issue, the person may refer their complaint to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73.

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It is expected that the above agencies will investigate the persons concerns and contact the Australian Academy of Beauty Dermal and laser for information.

The Australian Academy of Beauty Dermal and Laser will cooperate fully with agencies such as the National Training Complaints Service, the Office of Fair Trading or ASQA that may investigate the handling of a complaint. Australian Academy of Beauty Dermal and Laser considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Australian Academy of Beauty Dermal and Laser internal arrangements.

Please also refer to our Appeals policies and procedures

### **Record Management of Grievance Records**

Records relating to grievances may present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and there may be hard copy records which are submitted by the Complainant or generated by Australian Academy of Beauty Dermal and Laser Pty Ltd.



There is also a record of the grievance maintained within the Australian Academy of Beauty Dermal and Laser Pty Ltd Wisenet student management system and also in the Student Portal (Moodle).

This includes the details about the grievance and a diary log which records the progress of the grievance handling and closure. This record also records identified opportunities for improvement that result from grievances handling.

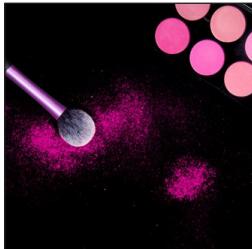
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Results of grievances are also discussed at Management and Staff Meetings. Relevant improvements to policies and procedures are discussed, implemented and recorded in the Continual Improvement Register.

All records regardless of their format will be saved in a digital format into a secure folder located on the Australian Academy of Beauty Dermal and Laser Pty Ltd file storage.



Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the CEO. Records stored on Google Drive are to be accessible only to RTO data administrators and managers.



To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of Complainants.
- Records must be kept avoiding damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed up off site.

### **Period of retention of Grievances Records**

Australian Academy of Beauty Dermal and Laser Pty Ltd will retain records relating to grievances handling for a minimum of seven (7) years.

### **Destruction of Grievances Records**

Australian Academy of Beauty Dermal and Laser Pty Ltd CEO is the only person who can authorise (in writing) the destruction of grievance handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

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