STUDENT COMPLAINT AND APPEALS POLICY AND PROCEDURE

Policy
The French Beauty Academy (“the RTO”) is committed to the highest standards of education and professional service and to developing and maintaining an effective, timely, fair and equitable process for resolving complaints and appeals.

The French Beauty Academy aims to
- foster a culture that welcomes complaints as a valid opportunity to improve organisational or academic processes or products;
- ensure that complaints are resolved promptly, objectively, fairly, with sensitivity and confidentiality;
- ensure that both corrective and preventative actions are implemented to prevent recurrence of issues.

A complaint is generally directed at the general performance of The French Beauty Academy or its staff in the delivery of products or services.

An appeal is a request to review or reconsider a decision or outcome and in a Registered Training Organisation can be specifically about an assessment outcome (often referred to as an ‘academic appeal’) or a more general decision, including but not limited to decisions relating to:

- unsatisfactory complaint resolution;
- behavioural misconduct and possible resulting disciplinary action taken by The French Beauty Academy;
- refunds or non-payment of fees (potentially relating to withholding of award);
- matters relating to a person’s application for study and enrolment outcomes;
- the management of personal information;
- an academic decision including assessment and results;
- training and assessment facilities and learning resources
- staff behaviour

Students should endeavour to bring complaints and appeals to the attention of The
French Beauty Academy staff as soon as possible after they arise. The French Beauty Academy may be less able to investigate complaints or appeals that are notified after passage of time.

All complaints and appeal processes will be actioned as promptly as possible.

Where external mediation or arbitration is undertaken in efforts to resolve a complaint or appeal, The French Beauty Academy will uphold and implement any findings, decisions, corrective or preventative action required. Students will have access to all internal processes without charge. Any costs for external mediation and/or arbitration, where internal processes are exhausted or if specifically requested by the complainant, will be shared equally by The French Beauty Academy and the complainant.

In relation to non-academic complaints or appeals, the term “student” or “complainant” applies to both current students of the RTO and persons seeking to enroll in a course with the RTO. This process will be made available to students regardless of the location of the campus at which the grievance has arisen, the mode in which they study or their place of residence.

PROCEDURE:

In the first instance, students are encouraged wherever possible, to resolve issues or concerns informally and directly with the person(s) concerned.

If this is not possible, students should contact the Deputy Principal to discuss the issue and formalise the complaint or appeal.

The Deputy Principal will:

- inform the student of his or her rights. Students will be required to document their issue(s), including the desired outcome to resolve the issue, in writing via email or letter to enable appropriate investigation. Receipt of the compliant/appeal will be acknowledged within 5 working days, and the complaint process will commence no later than 10 days form the receipt of the complaint.
- unless they are the subject of the complaint or appeal, arrange an appointment to interview the student in depth at the earliest possible time, allowing the student to be accompanied by a support person if necessary and referring them to an alternative member of staff if more appropriate or if this is preferred;
• listen objectively to the student's representation, clarifying as necessary; ask questions, identify and note the nature, sequence and consequences of the reported incident, allowing the student an opportunity to verbalise his or her concerns;

• clarify the student's purpose and the desired outcome of the complaint. No pressure will be applied to the student to achieve a specific result.

• where a matter is resolved at this stage, the staff member must then determine whether some adjustment to the policies, procedures, culture or other aspect of The French Beauty Academy operations might require modification. This is achieved through input to the continuous improvement process.

If no satisfactory resolution is obtained, the student may escalate the complaint (internal appeal) to the Principal/ CEO who will review the complaint and seek a mutually agreeable resolution, including the option of external mediation (Independent mediators will be sourced through LEADR, the Association of Dispute Resolvers. Costs are currently from $132 to lodge a request for mediation, with actual per hour costs dependent on the complexity of issues and time required to resolve)

Students may also lodge an unresolved complaint with the National VET Regulator, ASQA at
Complaints Team
ASQA
GPO BOX 9928
Melbourne VIC 3001

Where a student chooses to access this policy and procedure and initiate a complaint or appeal, The French Beauty Academy will maintain their enrolment whilst the process is ongoing.

Records of all complaints and appeals, including but not limited to written documentation, recordings where applicable, and notes, will be retained for 5 years from the initial lodging of the complaint or appeal. Privacy legislation and access to personal information policies apply.

Nothing in this policy and procedure limits the rights of individuals to take action under Australia's consumer protection legislation or circumscribe an individual's right to pursue other legal remedies.