

Air Gold Coast 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.

This policy does not replace or modify policies or any other responsibilities under other RTO standards or under statute or any other law. In addition these dispute resolution procedures do not circumscribe an individual's rights to pursue other legal remedies.

## 1. Academic Appeals

Academic matters include those matters which relate to student progress, assessment, course content or awards in a Vocational Education and Training (VET) course of study. Academic appeals relating to Civil Aviation Safety Authority (CASA) exams must be directed to CASA.

Any complaint about an assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the grievance. The circumstances and results of any appeal are analysed by the Head of Operations.

Appeals must be made within 21 days of receipt of assessment. All records of any appeals will be kept on file.

### Appeal Procedure:

To challenge or appeal a decision in relation to an academic matter:

- The student is to speak with their Instructor in the first instance. This should be done within 14 days of you receiving the assessment outcome.
- If unresolved, present the request in writing to the Head of Operations (HOO)
- The Head of Operations will provide a written statement of the outcome of your appeal within 14 days of receipt of your written statement.
- If unresolved, seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, refer the matter to CASA for determination on CASA Exams or ASQA for process-based problems or other organisations that may be able to assist.

The student has the right to appear in person to self-represent at all forums where the issue is being discussed.

### Form:

“**Academic Grievance Form**” is available on Air Gold Coast's Website [Policies and Procedures](#) or available from an Administration Staff Member.

## 2. Non-Academic Grievance

Non-academic complaints may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these could include alleged sexual harassment, racial or sexual discrimination, physical or verbal abuse.

They **do not** include matters which relate to student progress, assessment, course content or awards.

### Responsibility

The Operations and Safety Manager is responsible for handling complaints in the first instance

If the complaint involves this person, the Head of Operations (HOO) will be the first person responsible. The ultimate responsibility for settling complaints internally rests with the General Manager

An external mediator can be appointed at the parties' request to assist the parties to reach a resolution.

### General Principles:

These principles, which will be adhered to by Air Gold Coast, and apply to all stages of this grievance procedure:

- The complainant and any respondent will have the opportunity to present their case at each stage of the procedure
- The complainant and any respondent have the option of being accompanied/assisted by a third person at that party's cost (such as a family member, friend or counsellor) 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 five years to allow all parties to the grievance appropriate access to these records. These records will be kept strictly confidential and stored at Air Gold Coast, 34 Eastern Avenue, Bilinga Qld. 4225. Access to these records may be requested by writing to the Administration Manager at the aforementioned address.
- A complainant shall have access to the internal and external stages of this grievance procedure at no cost.

During all stages of the Complaints Procedure, Air Gold Coast will take all steps to ensure that the complainant and the respondent will not be victimised or discriminated against.

### Non Academic Complaints Procedure:

#### Informal Grievance Procedure:

Students are encouraged initially to attempt to resolve a grievance informally by talking directly with the person concerned to resolve the problem. This step is not mandatory, the student may proceed directly to the formal Grievance Procedure.

#### Formal Grievance Procedure:

##### Stage one:

Formal grievances and appeals should be submitted in writing on the “**Non-Academic Grievance Form**” attached to this policy and accessed via Air Gold Coast website [Policies and Procedures](#) or available from Air Gold Coast's Administration Team. The completed “Complaint Report Form” outlining a detailed written explanation of the grievance can be submitted via email to [admin@airgoldcoast.com.au](mailto:admin@airgoldcoast.com.au) or handed to the Safety and Operations Manager. The student may request the assistance of a member of staff to help with the form.

The Safety and Operations Manager will notify the complainant of receipt of the grievance within seven (7) days.

The Safety and Operations Manager will commence the complaint resolution process within 14 days and all reasonable measures will be taken to finalise the process as soon as practical. The complaint will be investigated and an interview may be held with any persons associated with the complaint to gain a full understanding of the issues in order to make a considered decision. Both the complainant and the respondent may be accompanied by a third party if so desired at these interviews.

The Safety and Operations Manager will provide a written decision to the complainant within 14 days outlining the reasons for the decision and the complainant's right to access stage two of this procedure if they are not satisfied with the decision.

### Stage Two:

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the General Manager. The decision will be reviewed and if necessary the General Manager will consult with the Complainant and other relevant persons to make a determination of the appeal.

The complainant will be advised in writing of the results of the appeal within 7 days with reasons for the decision and of their right to proceed to Stage Three of the process if they still feel the matter is not resolved.

### Stage Three:

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process. At any point the complainant may decide to refer the matter to an external public agency such as the Anti-Discrimination Board or the Office of Fair Trading.

These bodies offer services at minimal or no cost. If the complaint is to be referred to an external agency Air Gold Coast will maintain the student's enrolment while the process is ongoing.

Public low or no cost external agencies:

Anti-Discrimination Commission complaint line	1300 656 419
Office of Fair Trading	13 22 81
VET Student Loans Ombudsman (Online)	<a href="https://vet.ombudsman.gov.au/">https://vet.ombudsman.gov.au/</a>

Air Gold Coast will immediately implement any decision and/or corrective and preventative action required as a result of complaints and appeals.

After completion of the internal appeals process the student may contact the following organisations if they have any concerns regarding the school.

Commonwealth Student Ombudsman	1300 062 072
Australian Skills Quality Authority	1300 701 801

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

Students are advised that any costs incurred through an appeal with any external agency are the responsibility of the student. Air Gold Coast allows only one external appeal.

If the processes result in a decision that supports the student, Air Gold Coast will immediately implement any decision and/or apply any corrective / preventative action required and advise the student of the outcome.

## **Continuous Improvement**

Any improvement action arising from a student complaint or appeal will be assessed for continuous improvement and any action required to improve services will be activated.

## **Records**

The complainant can access records specific to the complainants grievance or issue only. All other records will remain confidential as per Air Gold Coast's Privacy Policy.

Air Gold Coast will keep records of a complaint for a period of not less than 5 years.

## **Forms:**

Non-Academic Grievance Form is available on Air Gold Coast's Website [Policies and Procedures](#) or available from an Administration Staff Member.

## **Referenced Points:**

Domestic Student Handbook  
International Student Handbook  
AGC Website  
Privacy Policy

## ACADEMIC APPEAL FORM

<b>STUDENT NAME</b>		<b>ID NUMBER</b>	
<b>CONTACT NO</b>		<b>DATE OF APPEAL</b>	

### ASSESSMENT TO BE APPEALED

<b>ASSESSOR'S NAME</b>		<b>DATE OF ASSESSMENT</b>	
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*(Please attach original assessment)*

### REASONS FOR APPEAL

### ACTIONS REQUESTED

 Options resolution process and rights explained to complainant

 Resolution with assistance

 specify type

### ASSESSOR'S RESPONSE:

### HOO RESPONSE AND DECISION:

### FOLLOW UP

 Sought advice from external agency

 Feedback provided to Complainant and Assessor

 No Further action required

 All internal resolution obligations have been fulfilled

 All documents pertaining to the appeal included in student file

 Incident recorded in Continuous Improvement Register

### SIGNED OFF

Head of Operations	<b>Date</b>
General Manager	<b>Date</b>

## NON-ACADEMIC GRIEVANCE FORM

<b>STUDENT NAME</b>		<b>ID NUMBER</b>	
<b>CONTACT NO</b>	<b>DATE OF COMPLAINT</b>		
<b>ASSISTING PERSONNEL</b>	<b>POSITION IN COMPANY</b>		

TYPE OF GRIEVANCE		
<input type="checkbox"/> Intimidating harassment	<input type="checkbox"/> Bullying	<input type="checkbox"/> Harassment on the grounds of age, political activity, belief or affiliation, irrelevant criminal or medical record
<input type="checkbox"/> Victimisation	<input type="checkbox"/> Employee to client conflict	<input type="checkbox"/> Inciting hatred on the grounds of race, disability, sexual orientation, religious activity, belief or affiliation.
<input type="checkbox"/> Maltreatment of student by staff or fellow student	<input type="checkbox"/> Misconduct / inappropriate behaviour	<input type="checkbox"/> Sexual harassment including unwelcome physical conduct and harassment on the grounds of gender, marital or parental status, pregnancy, breast feeding, family responsibilities.
<input type="checkbox"/> Unreasonable management practice		
<input type="checkbox"/> Other		

ACTIONS REQUESTED	
<input type="checkbox"/> Options resolution process and rights explained to complainant	
<input type="checkbox"/> Resolution with assistance	<input type="checkbox"/> specify type
<input type="checkbox"/> Formal Complaint Process	<input type="checkbox"/> Pursue matter through outside organisation

RESPONDENT DETAILS:			
NAME		POSITION	
CONTACT DETAILS			

WITNESS DETAILS:			
NAME		POSITION	
CONTACT DETAILS			

STATEMENT FROM COMPLAINANT RECEIVED ADDRESSING THE FOLLOWING: (PLEASE ATTACH)		
<ul style="list-style-type: none"> <li>Who was involved</li> <li>Names and details of any witnesses</li> <li>What specifically was said or done</li> </ul>	<ul style="list-style-type: none"> <li>What reactions were experienced</li> <li>Previous incidents if any</li> <li>The times and places of the incident(s)</li> </ul>	<ul style="list-style-type: none"> <li>Whether the person whose behaviour is objected to has been told to stop</li> </ul>
<p><b>Note:</b> If in future an investigation results from this complaint or other related complaints received, then the complainant may be approached about this report and information contained on this form may be used as part of any investigation conducted by the school.</p>		

<b>RESOLUTION</b>	
Respondents explanation satisfactory	YES <input type="checkbox"/> NO <input type="checkbox"/>
NB: If the respondent's statement is considered unsatisfactory a report recommending further investigation must be prepared and attached to this form.	
<input type="checkbox"/> Resolution with assistance	<input type="checkbox"/> specify type
<input type="checkbox"/> Formal Complaint Process	<input type="checkbox"/> Pursue matter through outside organisation

<b>If resolved at a local level please indicate which of the following were utilised</b>	
<input type="checkbox"/> Personal resolution	<input type="checkbox"/> Sought advice from Safety and Operations Manager
<input type="checkbox"/> Counselling	<input type="checkbox"/> Matter referred to General Manager
<input type="checkbox"/> Monitoring of behaviour	

<b>FOLLOW UP</b>
<input type="checkbox"/> Sought advice from external agency
<input type="checkbox"/> Feedback provided to Complainant and respondent
<input type="checkbox"/> No Further action required
<input type="checkbox"/> All internal resolution obligations have been fulfilled
<input type="checkbox"/> Incident deemed a minor offense
<input type="checkbox"/> Incident deemed a major offence
<input type="checkbox"/> Incident considered potentially criminal in nature
<input type="checkbox"/> All documents pertaining to the incident have been filed for 5 years
<input type="checkbox"/> Incident analysed for Continuous Improvement

<b>SIGNED OFF</b>		
Safety and Operations Manager		<b>Date</b>
General Manager		<b>Date</b>