

## Student Complaints, Grievance and Appeals

**Policy number:** POL-D.024

**Responsible officer:** Johan Pienaar (Director/CEO)

**Date of approval:** July 2014

**Scheduled review:** 12-monthly

**Review expiry date:** 30 September 2020

**Cross references:** *Standards for Registered Training Organisations 2015; VET Student Loans Act (2016); Educational Services for Overseas Students Act 2000.*

Flight Training Adelaide (FTA) is committed to providing an efficient and effective academic and non-academic grievance handling process for all students, ensuring that matters are resolved confidentially in a fair and timely manner. The grievance/complaints and appeals processes and procedures include the management of all allegations involving assessment decisions and the conduct of:

- FTA, its trainers, assessors or other staff
- A third party providing services on the FTA's behalf, its trainers, assessors or other staff
- A student of FTA.

The processes and procedures ensure the principles of natural justice and procedural fairness are adopted at every stage of the grievance/complaint and appeal process:

- Are publicly available
- Set out the procedure for making a complaint or requesting an appeal
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

### Definitions

**Complaint or grievance** means an actual or supposed circumstance regarded as just cause for complaint. A complaint/grievance may be lodged if a person has an honest belief based on reasonable grounds that:

- Academic matters or decisions made within FTA affects them because it is unfair or unreasonable, including matters relating to student progress, assessment, curriculum and awards for an approved course.
- Non-academic matters or decisions made within FTA affects them because it is unfair or unreasonable, including matters relating to enrolment in a course and personal information held by the provider.
- The conduct of another person adversely affects them because it is unfair, unreasonable, offensive, intimidating, humiliating or threatening.

**Appeal** refers to the review of decisions made by FTA, including assessment decisions and termination of a training contract due to misconduct or failure to progress with flight or ground theory training at a reasonable and/or safe rate.

### Complaints/grievances and appeals processes and procedures

FTA acknowledges that making a complaint or appeal requires courage from the individual and confidence in the person to whom the complaint is entrusted, specifically if it is of a sensitive nature. To support students making complaints we have the following structures in place:

- There is no cost to the student to make a complaint or raise a grievance or an appeal against a decision in either the internal or external stage of the process.
- A number of designated male and female staff members are identified for the purpose of being relatable to students. They are appropriately trained and made known to students during induction and on the Student IntraWeb. Students are encouraged to talk to any of these individuals, or anyone else they feel they can trust if they have a problem:

FTA Parafield	FTA Queensland
<ul style="list-style-type: none"> <li>• Gerard Flanagan (Student Welfare), 0149867060 or <a href="mailto:gflanagan@flyfta.com">gflanagan@flyfta.com</a></li> <li>• Tan Hoffmann (Student Welfare), 0433881942 or <a href="mailto:thoffmann@flyfta.com">thoffmann@flyfta.com</a></li> <li>• Tracy Purnell (Training Manager), 0466561687 or <a href="mailto:tpurnell@flyfta.com">tpurnell@flyfta.com</a></li> <li>• Rebecca Basson (Training Manager), 0420447944 or <a href="mailto:rbasson@flyfta.com">rbasson@flyfta.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• Pierre Steyn (COO) on <a href="mailto:psteyn@flyfta.com">psteyn@flyfta.com</a></li> <li>• Sandy Steyn on <a href="mailto:ssteyn@flyfta.com">ssteyn@flyfta.com</a></li> <li>• 15/11/19 onwards Chelsea McGrath (Student Welfare), 0448471516 or <a href="mailto:cmcgrath@flyfta.com">cmcgrath@flyfta.com</a></li> <li>• 02/01/20 onwards Trevor Cross (Training Manager) on <a href="mailto:tcross@flyfta.com">tcross@flyfta.com</a></li> </ul>

- Students are encouraged to ask a friend or someone they can trust to accompany them during any stage of the complaints/grievance or appeals process.
- Students may choose to use FTA’s publicly available electronic complaints system on the Student IntraWeb to lodge a complaint (anonymous or in name) instead of airing it with someone in person.

The link below to FTA’s electronic complaints/appeals management system is publicly available to student on the Student IntraWeb:

[https://flyfta.jobreadyplus.com/apply\\_to\\_servicegroups/16710](https://flyfta.jobreadyplus.com/apply_to_servicegroups/16710)

- FTA will protect information disclosed during complaints/grievance and appeals processes according to FTA’s privacy policy.
- Students are expected to continue their training while a complaint/appeals process is underway, if practical.
- Students are provided with FTA’s policies and procedures, and any information about their rights and obligations as students as per the Student Handbook via the Student IntraWeb, iPad Cloud and FTA’s website. When information is updated students receive notification via email.

- Students are provided with information about the free services of an external mediator, which can offer independent advice if they continue to feel dissatisfied with the outcome of the complaints or appeals process. See contact details below under the heading 'The external complaints/grievance/appeals procedures are as follows:'

**The internal grievance/complaints process is as follows:**

- a. Students are encouraged discuss problems informally without delay with the most appropriate staff member, for example a flying or ground instructor, training manager or Student Welfare. Both parties should do their best to reach a workable solution in the best interest of the student.
- b. Students may also choose to discuss a grievance with one of the designated staff members identified in this policy and on the Student IntraWeb.
- c. Staff entrusted with a student concern must do their best to reach a workable solution in the best interest of the student. Any information of a sensitive nature or high risk to the wellbeing of the student or the company **shall** be brought under the attention of the COO on the same day it was raised.
- d. If dissatisfied with the outcome of the informal discussion, students can lodge a formal complaint or grievance, using any of the following two methods:
  - Submit a complaint/grievance/appeal electronically via the following link on the Student IntraWeb at:  
[https://flyfta.jobreadyplus.com/apply\\_to\\_servicegroups/16710](https://flyfta.jobreadyplus.com/apply_to_servicegroups/16710)
  - Complete form ADM-F.048 Student Grievance/Appeal (available on Student IntraWeb) and email it to the Manager Quality and Compliance (MQC) at [lpinaar@flyfta.com](mailto:lpinaar@flyfta.com).
- e. MQC will receive the formal complaint and as soon as practical acknowledge the receipt of the complaint/grievance with the complainant by email, if the complaint was not anonymous.
- f. MQC will raise the complaint with the DOT and the COO between 2–5 working days, who will investigate the matter and gather information from relevant parties to determine if the complaint is justified.
- g. The DOT, in consultation with the COO, will prepare a written report without delay to address the matter, including reasons for decisions and advice about how to appeal the decision. The written report must be compiled as soon as practical, based on the complexity of the issue, but no later than 28 days after receiving the complaint. The report will be scanned and emailed to the student by the DOT with a delivery and read receipt.
- h. Documented evidence of the complaint/grievance/appeal and decisions and actions to address the issue will be kept in a confidential location in the quality management system. Parties who have used the procedure for a particular complaint will have access to the records.
- i. FTA will implement decisions made in the complaints/grievance/appeals procedures as soon as practical via the quality management system.

**The internal appeals process is as follows:**

- a. If the student is dissatisfied with the outcome of FTA decisions about suspension/ termination of enrolment, or of the complaint/grievance procedures, they can lodge an appeal against the decision, using any of the following two methods:
  - Submit a complaint/grievance/appeal electronically via the following link on the Student IntraWeb at:  
[https://flyfta.jobreadyplus.com/apply\\_to\\_servicegroups/16710](https://flyfta.jobreadyplus.com/apply_to_servicegroups/16710)
  - Complete form ADM-F.048 Student Grievance/Appeal (available on Student IntraWeb) and email it to the Manager Quality and Compliance (MQC) at [lpinaar@flyfta.com](mailto:lpinaar@flyfta.com).
- b. MQC will receive the formal appeal and as soon as practical acknowledge the receipt of the appeal with the appellant.
- c. MQC will notify the CEO and COO of the appeal without delay and organise a meeting between an internal panel of stakeholders with appropriate expertise to reconsider every part of the decision made during the suspension/termination or grievance/complaints processes, as well as additional information presented by the appellant.
- d. Each party concerned at any stage of the internal complaints/grievance/appeals procedure may be accompanied or assisted by another person, at that party's cost.
- e. CEO will compile a written notice of decisions made by the panel on the appeal, including the reasons for decisions and advice about how to have the decisions reviewed. The notice will be scanned and emailed to the student by the CEO with a delivery and read receipt. The notice must be compiled as soon as practical, based on the complexity of the issue, but no later than 28 days after receiving the appeal.

**The external complaints/grievance/appeals procedures are as follows:**

- a. If the student remains dissatisfied with the outcome of the complaint/grievance/appeal, FTA will make arrangements with an external and independent third party with appropriate expertise to review the matter.
- b. FTA will enable each party to the review to be accompanied or assisted by another person at the review, at the party's cost.
- c. FTA will give a written notice of the decision on the review to each party, including reasons for the decision.
- d. FTA will implement decisions made by an external independent mediator and keep a record of the entire process on the student's electronic file for at least five years for each use of the complaints/grievance/appeals procedures.
- e. The following independent statutory authorities will be used as advocacy to address appeals:

Cost: free service

FTA Parafield	FTA Queensland
<p><b>Ombudsman SA</b></p> <p>Office hours: Mon to Fri 8.30am–5.30pm.</p> <p>Phone: 1800 182 150 (toll free)</p> <p>Email: <a href="mailto:trainingadvocate@saugov.sa.gov.au">trainingadvocate@saugov.sa.gov.au</a></p> <p>Post: PO Box 3651 Rundle Mall SA 5000</p> <p>Visit: Level 5, Westpac House, 91 King William St Adelaide SA</p>	<p><b>Queensland Training Ombudsman</b></p> <p>Office hours: Mon to Fri 8.30am–4.45pm</p> <p>Phone: 1800 773 048</p> <p>Email: <a href="mailto:info@trainingombudsman.qld.gov.au">info@trainingombudsman.qld.gov.au</a></p> <p>Post: PO Box 15090, City East Qld 4002</p>

## Privacy

FTA is committed to protecting your privacy. We collect and handle personal information relating to complains, grievances and appeals for the purpose of investigating, responding and recordkeeping.

FTA will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with individuals that deal with the matters identified in your feedback.

If you choose to remain anonymous, FTA will implement any relevant improvements we can identify, but may be unable to deliver the full range of services you require.

If you wish to contact Lucy Pienaar, who is responsible for managing the personal information that you provide on this form, please call (08) 8209 4386.

You also have the right to access your information and seek its correction under the Freedom of Information Act 1982.

For information about making a Freedom of Information request, refer to:

<https://www.oaic.gov.au/freedom-of-information/faqs-for-individuals/how-do-i-make-a-freedom-of-information-request>

## Review

The policy will be reviewed every 12 months or more often due to legislation or circumstantial change.



Johan Pienaar  
(Chief Executive Officer/Director)