

## IMPROVEMENT ACTION COMPLAINT FORM

Please use this form to report any concerns, complaints, incidents or non-compliances, provide general feedback which can be used to ensure continuous improvement of our services and operations.

PLEASE SEE BACK OF FORM FOR POLICY AND PROCEDURE REGARDING COMPLAINTS AND APPEALS

Who is requesting the improvement action?

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Course: \_\_\_\_\_

Student(s)       Agent(s)       Staff       Shareholder(s)      I.A.C. No: \_\_\_\_\_

Please tick the appropriate improvement action request:

Complaint                                       Appeal                                       Other  
 Non-Compliance                               General Feedback                             

### Section 1 - To be completed by person submitting this form

Suggested Solution (if applicable):

### Section 2 - To be completed by delegate of AAC

Action(s) to be taken:

By whom: \_\_\_\_\_ By when: \_\_\_\_\_

Authorised by: \_\_\_\_\_

### Section 3

Agreed action completed and effective

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

please tick:

Student Services Manager       Director of Studies       CEO

## COMPLAINTS & APPEALS POLICY

At the Australian Academy of Commerce (AAC), we are committed to providing a fair and transparent process for managing complaints and appeals. Below is an outline of the steps involved to help you understand how your concerns will be handled.

**1. Lodging a complaint** - All formal complaints must be presented by collecting and completing this Improvement Action Complaint Form (IAC) available from the campus reception or online on the AAC website. The IAC form is to be given to the Student Services Officer (SSO) or emailed to [sso@aac.nsw.edu.au](mailto:sso@aac.nsw.edu.au). Note: Anonymous complaints will be reviewed, however it is not possible to provide further information as to the outcome of these complaints and where the situation is not straight forward, it will not be possible to gain further insights and/or evidence, leaving the complaint in the area of anonymous feedback.

**2. Assessment** - The complaint will be logged, and the Quality Management Team (WMT) - Directors of Studies (ELICOS and VET), Compliance Officer and other relevant managers, will review and attempt to resolve the complaint within 5 business days. You may be asked to provide additional information or attend an interview to assist with the investigation. AAC aims to resolve most complaints within 10 business days. If additional time is required, you will be informed of the reason and provided regular updates.

**3. Resolution** - After completing the investigation the QMT will determine appropriate actions to address the complaint. Possible outcomes may include;

- Clarification of policies or procedures.
- Mediation between parties involved.
- Implementation of corrective actions to resolve the issue.
- If unresolved, the complaint is escalated to the CEO.
- You will be notified within 10 business days of the complaint being submitted.

**4. External Mediation** - In the event of the complainant reporting they are dissatisfied with the proposed resolution, the complainant may access external mediation through one of the following avenues;

- ASQA: Australian Skills Quality Authority | Phone: 1300 701 801 | Email: [feedback@asqa.gov.au](mailto:feedback@asqa.gov.au)
- National Training Complaints Hotline | Phone: 1800 000 674
- NSW Ombudsman (Domestic Students) | Website: [ombo.nsw.gov.au](http://ombo.nsw.gov.au)
- Office of the Commonwealth Ombudsman (International Students) | Website: [ombudsman.gov.au](http://ombudsman.gov.au)

**5. Confidentiality and Support** - All complaints are handled confidentially. AAC staff are available to provide support and guidance throughout the process.

### Appeals

An appeal is a formal request to review a decision made by AAC, such as assessment outcomes or disciplinary actions. The appeals process ensures fairness and provides students with an opportunity to have decisions reconsidered. To make an appeal students must complete and submit the **AAC Appeal Form** within 20 business days of the original decision.

For more information on complaints and appeals, refer to **AAC's Complaints and Appeals Policy and Procedure** available on the AAC website.

NOTE: Students must continue to meet their attendance and progression requirements whilst any complaint or appeal is being investigated. This means students must continue to attend their classes as normal and continue to submit assessments as required. Failure to meet attendance and progression requirements will potentially result in written warning and notices of intention to report.