

GRIEVANCE POLICY AND PROCEDURE FOR VET STUDENT LOANS STUDENT

1. Overview

- 1.1 Australian Airline Pilot Academy (AAPA) 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. Grievance means an actual or supposed circumstance regarded as just cause for complaint.
- 1.2 The process applies to academic matters which include matters that relate to student progress, assessment, curriculum and awards in a VET course of study and non-academic matters include everything else.

2. Responsibility

- 2.1 The instructor is responsible for handling complaints in the first instance. If the complaint involves this person, the Chief Operating Officer (COO) will be the first responsible person. The ultimate responsibility for settling complaints internally rest with the Executive Chairman. An external mediator can be appointed at the parties request to assist the parties to reach a resolution.

3. General Principles

- 3.1 General principles applying to all stages of this grievance procedure will be adhered to by AAPA are:
 - The complainant and respondent will have the opportunity to present their case at each stage of the procedure.
 - The complainant and the respondent have the option of being accompanied or assisted by a third person such as a family member, friend or counsellor if they so desire.

Grievance Policy and Procedures for VET Student Loans Student

- The complainant and 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 full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or respondent if requested.
- Records of all grievances will be kept for a period of five years to allow all parties to the grievance procedure access to these records on written request to the Executive Chairman. These records will be kept strictly confidential and stored at Rex Headquarter, 81-83 Baxter Road, Mascot 2020, NSW.
- A complainant shall have access to the internal and external stages of this grievance procedure at no cost.
- Student are expected to continue their training while a grievance /appeals process is underway unless determined by AAPA Management that the grievance/appeal process could have a negative effect on their training from a qualitative and safety perspective.

4. Informal Grievance Procedure

4.1 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.

5. Formal Grievance Procedure

Stage One

5.1 Formal grievances and appeals should be submitted in writing to the COO at Australian Airline Pilot Academy, 138 Don Kendell Drive, Forest Hill 2651, Wagga, NSW. The complainant is invited to include suggestions about how the grievance might be resolved.

5.2 The COO will notify the complainant of receipt of the grievance within 5 working days.

5.3 The COO will then assess the grievance, consult with relevant parties, determine the outcome and advise the complainant in writing of their decision within 10 working days.

5.4 The complainant will be advised of their right to progress to Stage Two of the grievance procedure if they consider the matter unresolved.

Stage Two

- 5.5 If the complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing with the Executive Chairman at Australian Airline Pilot Academy, 138 Don Kendall Drive, Forest Hill 2651, Wagga, NSW.
- 5.6 The complainant appeal will be determined by the Executive Chairman 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 their decision within 20 working days.
- 5.7 The complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

- 5.8. At any point the complainant may decide to refer the matter to an external agency such as the Anti-Discrimination Board or the Office of Fair Trading.
- 5.9 If the complainant is not satisfied with the outcome of their appeal, an independent mediator will be sourced by AAPA through LEADR, Resolution Institute.
- 5.10 If the complainant is still dissatisfied with the manner in which AAPA has dealt with the non-academic complaint, he/she may wish to contact the VET Student Loans Ombudsman. Further information on the VET Student Loans Ombudsman is available at www.ombudsman.gov.au/about/vet-student-loans-ombudsman.

6. Remedial Action

- 6.1 AAPA will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations.
- 6.2 AAPA will fully cooperate with the VET Student Loans Ombudsman to ensure compliance with the Ombudsman Act.

7. Record Keeping and Confidentiality

- 7.1 Records of all complaints and their outcomes will be maintained for a period of five years to allow all parties to access to the records on written request to the Executive Chairman, AAPA.

8. Continuous Improvement

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