



INTRODUCTION

This document is designed to outline the Royal Queensland Aero Club Limited trading as the Airline Academy of Australia's (the Academy's) academic appeal procedures.

WHO IS RESPONSIBLE FOR COMPLAINTS AT THE ACADEMY?

The overall responsibility for academic appeals rests with the Chief Executive; however all staff will be allocated responsibilities in relation to academic appeals. The Group Operations Manager will manage the Academic Appeals process.

WHAT DOES THE ACADEMY CONSIDER A COMPLAINT?

A complaint can be either a non-academic appeal or an academic appeal.

An academic appeal is considered to be any instance where a person seeking to enrol, student, apprentice, instructor, examiner or RPL candidate believes assessment of skills and / or knowledge has not been conducted correctly and subsequently formally appeals this assessment. Academic appeals apply regardless of the campus at which the grievance has arisen, the appellant's place of residence or mode of study.

A non-academic appeal is considered to be a formally submitted record of an instance where any person has witnessed or been involved in a bad experience at the Academy. This can be related to (but not limited to) personal information that is held in relation to the appellant, financial matters, payments, application procedures, exclusion from events and facilities, harassment, bullying, victimisation, vilification, discrimination, employee to client conflict, inciting hatred on the grounds of race / disability / sexual orientation or religious activity / belief or affiliation, maltreatment of student, misconduct, inappropriate behaviour, sexual harassment, unreasonable / poor business practice.

HOW DOES THE ACADEMY HANDLE COMPLAINTS?

The Academy encourages timely resolution of grievances, as such all grievances should be brought to the attention of an instructor in the first instance. If no resolution is achieved the appellant may then access the following formal, three stage academic appeal process.

1. Formal grievances should be submitted in writing to the Group Operations Manager. The Group Operations Manager will assess the grievance and advise the appellant/s in writing of the outcome within 20 working days.
2. If the appellant/s is/are not satisfied with the response from the Group Operations Manager they may lodge a further appeal in writing to the Chief Executive. The Chief Executive will assess the grievance and advise the appellant/s in writing of the outcome within 20 working days.
3. If the appellant/s is/are not satisfied with the response from the Chief Executive they may lodge a further appeal with the Dispute Resolution Branch of the Department of Justice and Attorney-General. This is a free non-legal resolution service

In writing: Level 1, Brisbane Magistrates Court, 363 George Street, Brisbane QLD 4000
Phone: 1800 017 288; or (07) 3239 6269
Fax: (07) 3239 6284
Online: [Department of Justice Website](#)

The Dispute Resolution Branch of the Department of Justice and Attorney-General is an independent external body to the Royal Queensland Aero Club Limited.



COMPLAINTS GUIDANCE DOCUMENT

No charge is included for accessing internal academic grievance stages—any costs associated with access to external appeals should be free or at reasonable cost, the Academy can assist appellants in accessing free or reasonably priced external tribunals or authorities. Appellant/s may, at any time during the appeal process, take the matter before an appropriate external tribunal or authority. If at any stage through the grievance process an appellant wishes for a third party to either assist and/or accompany the appellant, they may.

Appellants will be given a written statement of the outcome at all stages of all formally submitted grievances and/or appeals, including details of the reasons for the outcome. Appeals must contain relevant contact and personal details of all parties appealing.

Copies of all appeals received and associated correspondence and material must be placed on the relevant person/people's file and kept for a minimum of five years. Access to records relating to academic appeals is available to appellants and associated parties but said records must be accessed in a manner whereby confidentiality and privacy of records is maintained.

All formal complaints received must be reviewed by a committee, appointed by the Chief Executive, consisting of at least:

- One member of management, and
- One subject matter expert per technical aspect of the complaint (e.g. compliance, technical disciplines, finance etc.)

The committee shall review the complaint and provide a report to the Chief Executive outlining any recommended changes arising from the review of the complaint. The report will be reviewed by the Chief Executive and changes deemed appropriate will be implemented in a timely manner. The outcome of this report must be included in the written statement provided to appellant/s. Reports received by external bodies regarding complaints will be treated in the same manner as internal committee reports.

When dealing with complaints staff must follow the below guidelines:

1. **Remain Calm and Listen** – it is imperative you receive the full scope of the complaint from the complainant without being emotive. The more detail you can ascertain in the first instance the easier the resolution of the complaint will be. Also, by showing genuine and non-defensive interest in the complainant's issue you will likely calm them if they are agitated.
2. **If appropriate – acknowledge there is a problem** – if there is a genuine mistake on the Company's behalf don't attempt to defer the issue – acknowledge it. If this is the case it is important that you note the conversation in detail and make a manager aware immediately.
3. **Gather the detail** – this will likely be done by management if the complaint is formal. It is important that you gather the facts relevant to your interaction with the complainant/complaint so as to make it easy for management to respond efficiently.

When assessing formal complaints as part of a committee you should follow the below guidelines:

1. **Detail** – it is important that the detail surrounding the complaint and the complainant is gathered comprehensively prior to the assessment taking place.
2. **Legitimacy of the complaint** – did the details of the complaint actually happen? If so, to what degree and if not were there other related issues which would reasonably lead the complainant to complain? i.e. establish a correct understanding of events regarding the details of the complaint to form a base for the assessment.
3. **The complainant's experience with the Company** – regardless of whether the complaint is legitimate or not it is important to research the complainant's experience with the Company. Quite often there will be unaddressed underlying issues that have lead the complainant to complain.
4. **Deliberation** – at this point the committee will have the facts they need to assess the complaint, when deliberating the committee should consider:
 - a. Whether or not there was legitimate cause for complaint – it is vital that this is undertaken in an objective manner.
 - b. What response is appropriate by the Company – this includes refunds etc.
 - c. What, if any, change the company should implement as a result of the complaint.
5. **Report** – the above should be documented comprehensively and presented to Senior Management for review.



COMPLAINTS GUIDANCE DOCUMENT



Every complaint assessment is different however and there will likely be detailed instructions provided to you by management should you be nominated to be on a complaint assessment committee.

This policy is written in a manner such that it is to be used for training staff in its application. It is communicated to staff through initial induction and ongoing policy training from time to time and is published on the company server.