



## POLICIES AND POCEDURES

Document: IAANZ Policies IP0001

# Raising problems and complaints

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|----------------|--------|--------------------------|-----------------------------------------|
| Approval Date: | Mar 23 | Approved by:             | Senior Leadership Team                  |
| Next Review:   | Mar 24 | Responsibility:          | Academic Manager, Head of Training, CEO |
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### Policy Statement

Students are able to raise problems or lay complaints about the Academy's courses/programmes, services, staff, other students or administrative systems. Students should report complaints or concerns via the AIRS or according to the procedures set out for specific types of issues (e.g. enrolment issues, harassment, assessment decisions). The Academy encourages complainants to raise such concerns with those directly involved first and will endeavour to resolve the problem/complaint at that level as soon as possible. The rights of all concerned will be respected throughout the process.

### 1.1 Application of Policy

- This policy applies to any issue, problem or complaint raised by an Academy student. The problem or complaint may apply to courses/programmes, staff, other students, services or administrative systems or decisions.
- It does not apply to problems or complaints raised by staff, as these are handled according to standard management procedures.
- Specific policies cover procedures related to harassment, student misconduct (e.g. plagiarism), staff performance or behaviour, assessment and enrolment decisions. The IAANZ board handles any complaint against the Chief Executive.
- Complaints about the performance or conduct of an identified employee of the Academy are logged by the Student Services but are investigated by the Senior Management Team.

### 1.2 Definitions

- a. **Complainant:** The person/s raising the problem or laying the complaint.
- b. **Respondent:** The person/s about whom the complaint is made or who has responsibility for the course/programme, service or management practice identified in the problem or complaint
- c. **Support Person:** Person/s who provides support or advice to the complainant or respondent

## 2 Principles

The following principles govern how problems and complaints are handled regardless of the specific procedures used:

- The rights of both the complainant and respondent are protected, and both parties are treated fairly
- The provisions of the Privacy Act apply
- Personal information related to complaints is strictly confidential on a 'need to know' basis. Please note that confidential reports logged in AIRS can only be viewed by the Safety System Manager as administrator of the system and the name of the complainant can only be released by mutual agreement so the complaint can be actioned or investigated.
- All problems and complaints are handled as quickly as possible and according to the most appropriate procedure
- Support is available to all parties involved
- Problems/complaints are resolved by negotiation between parties where possible
- A complaint may be withdrawn at any stage
- The Academy reserves the right not to take action related to:
  - Anonymous complaints, complaints based on hearsay or if the complainant does not provide sufficient information or does not respond within 30 calendar days
  - Issues raised more than 90 calendar days
- The Academy also reserves the right to investigate/resolve a problem or complaint even if the complainant subsequently decides not to proceed with the complaint

## 3 Associated Procedures Raising a Problem or Complaint Contents:

### 3.1 Raising a Problem or Complaint

- a. Students are able to raise problems or lay complaints about the Academy's courses/programmes, staff, other students or administrative systems or decisions, either informally, via submitting an occurrence report or according to procedures set out in specific associated policies.
- b. Problems or complaints should initially be raised and (hopefully) resolved with the person/s directly involved as soon as possible after the incident or situation occurred.

- c. The most appropriate procedure for raising a problem or complaint should be used in the first instance. This includes feedback given in course evaluations and surveys, direct approach to the person most directly involved and/or the manager responsible for the particular area of concern, contact with the Students' Representative – "Student Voice Committee."
- d. If the problem or complaint is not resolved at that level, or the complainant is unable to identify the appropriate person to contact or lacks the confidence to do so, they can submit an occurrence report via the AIRs reporting system. If a student needs assistance with submitting a report relating to a complaint or concern, they can contact Student Services.
- e. The information provided in the occurrence report is used as the basis for the Academy to determine the most appropriate procedure to follow in the specific case.

**Related IAANZ Policies**

Harassment Prevention

Code of professional practice

Student Rights and Responsibilities