

GRIEVANCE / COMPLAINT POLICY

Axiom College has a fair and equitable process for dealing with client complaints.

The following policy and procedures are designed to allow for the effective and timely reporting and follow up of complaints from clients of training courses, training programs and assessments conducted by Axiom College.

DEFINITION

- A person can lodge a complaint against a process that is adopted or followed by Axiom College.
- A person can lodge a complaint against the service provided by Axiom College.
- A person is also able to lodge an appeal against a decision or assessment made by Axiom College that affects them. (Refer to Appeals Policy)

POLICY

Axiom College will meet the needs of all clients and will actively seek feedback on the range of services provided via a range of methods. However, if we fail to satisfy a client in any area of service, then we are happy to discuss their issue and concerns and take appropriate steps to rectify the area of concern to a level mutually agreed by the client and the management of Axiom College. If a client is dissatisfied with a decision made by an Axiom College staff member or contractor, then we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information. Please refer to Axiom College's Appeal policy for policy and procedures relating to lodging appeals

The following procedures are to be followed:

Student Procedure

1. In the first instance, where a client feels that they are dissatisfied with some aspect of the service provided by Axiom College staff or contractors, it is suggested that they speak with the person in charge of delivering the service in an attempt to resolve the problem.
 - If your situation concerns a piece of assessment then you should speak to your tutor or lecturer;
 - If your situation concerns your enrolment or refund then you should speak to the Account Manager.
2. In the situation where a client feels uncomfortable or unable to approach the Axiom College staff member, they may be able to speak directly with the General Manager of the college. It is intended that the issues of concern are resolved at the lowest staffing level with minimal impact.
3. If the situation cannot be resolved, the client is advised that they make a formal complaint by recording their issues in writing as a formal complaint, if they choose.
4. The client will be advised both verbally and in writing of the outcome of the written complaint. In most situations the complaint should be resolved within one (1) week.
5. If the client is dissatisfied with the outcome of the complaint, the client is advised that they may make an appeal against the decision made by Axiom College to an agreed independent mediator.

Office Procedure

1. In the first instance, where a client feels that they are dissatisfied with some aspect of the service provided by Axiom College staff or contractors, it is suggested that they speak with the person who is delivering the service in the attempt to resolve the problem.
2. In the situation where a client feels uncomfortable or unable to approach the Axiom College staff member, they may speak directly with either the sales person who sold the service to the client or the General Manager. It is intended that the issues of concern be resolved at the lowest staffing level with minimal impact.
3. The General Manager will then:
 - assess the circumstances of the issue so as to establish the most appropriate internal action and follow up required
 - advise the client that their issues can be made in writing as a complaint, if they choose
 - complete the details of Section 1 of the Customer Complaint and Appeals Form (A-FRM1 including the outcome of the complaint. The form must then be given to the Quality Officer.
4. The Quality Officer logs details of the complaint in the Customer Complaint and Appeals Register and files the complaint, or, makes a judgment to pass the complaint to the General Manager – Training Services to review.
5. At the discretion of the General Manager, a nominated staff member may be asked to explore all aspects of the complaint to that point, regardless of whether a formal complaint is received.
6. If the client follows up with a written complaint, the complaint is to be given to the Quality Officer who will attach the complaint to the Customer Complaint and Appeals Form and hand it to the General Manager – Training Services for review.
7. Unless resolved by the General Manager, a nominated staff member may be asked to explore all aspects of the complaint and address the issues. The staff member actioning the complaint must complete Section 2 of the Customer Complaint and Appeals form (A_FRM1).
8. The nominated staff member is to advise the client both verbally and in writing of the outcome of the complaint. In most situations the complaint should be resolved within one (1) week.
9. The General Manager, or nominated staff member of the work area concerned must follow up the outcome with the client within 7 days of written notification of the outcome being sent.
10. Follow up details are to be recorded in Section 3 of the Customer Complaints and Appeals Form(A-FRM!).
11. If the formal complaint was actioned by the General Manager, and the client is still not satisfied, the complaint is to be referred to the Director for a final decision.
12. The form is to be returned to the Quality Officer for logging into the Customer Complaint and Appeals Register.
13. If the client is dissatisfied with the outcome of the complaint, the client is advised that they may make an appeal against the decision made by Axiom College to an independent mediator.
14. Where the College considers that for whatever reason it will take more than 60 calendar days to process and finalise the complaint or appeal, Axiom will inform the complainant / appellant in writing the reasons why the 60 calendar days are required. It will also provide regular updates on the progress of the matter.

It is not necessary that all of the preceding steps are taken if the complaint appears to be satisfactorily resolved at any earlier stage, or if a step is considered to be inappropriate to the circumstances surrounding that complaint.