

## APPEALS POLICY

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

The following policy and procedure is designed to allow for the effective and timely reporting and follow up of appeals 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 the Axiom College. (Refer to Grievance / Complaints Policy)
- A person is also able to lodge an appeal against a decision or assessment made by Axiom College that affects them.

### 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. If a client is dissatisfied with a decision made by Axiom College staff members or contractors, we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information.

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. Please refer to Axiom College's Complaints Policy for policy and procedures relating to lodging complaints.

### SCOPE

Where a client considers that a decision made on any assessment, process or any other aspect of a service delivered by Axiom College is not accurate or is not what the client expected they will have the opportunity to discuss the decision and the decision making process with the decision maker. If the situation cannot be resolved, then the client is advised that an appeal should be lodged against the decision by formally presenting his or her case in writing.

### PROCEDURE

The following procedure is to be followed:

1. An appeal must be made in writing within 14 days of the decision. If the client has additional data or information to be provided, it is to be suggested to the client that the information be submitted at this time.
2. Once a written appeal is received, the appeal is to be recorded in the Customer Complaints and Appeal Register A\_FRM2 by the Quality Officer before referring to the Manager of the work area concerned. The Manager will then nominate an independent person or refer the matter to an appointed Appeals Committee for evaluation of the evidence and for decision.
3. The review of the appeal, based on additional information, or clarification of existing data is to be conducted within seven (7) days of the date the appeal was lodged.
4. The Manager of the work area is to complete the Appeals Form A-FRM1 and provide written notification of the outcome including the reasons for the decision to the client within fourteen (14) days of date of receipt of appeal.
5. The Manager of the work area concerned must follow up the outcome with the client within (7) days of written notification being sent. Follow up details are to be recorded on the Appeals Form (A\_FRM1).

6. If the client is still not satisfied, they will be advised that they may access an external mediator (e.g. Australian Council of Private Education and Training, mediation service).
7. If a student wishes to pursue the complaint, Axiom College will liaise with the chosen external mediator to arrange the mediation.
8. 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.

