



Australian Hair & Beauty College Pty Ltd

Level 1 and 2, Royal Arcade
175-181 Oxford Street, Bondi Junction NSW 2022
PO Box 516, Bondi Junction NSW 1355
Provider: 91006 CRICOS 02606J
ABN: 47 107 961 642
P: +61 2 9389 0771 F: +61 2 9389 0538
E: info@ahbc.com.au

1 Complaints and Appeals for staff and student access

AHBC complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

AHBC notifies students and staff in the policies and procedures manual, student handbook of its policies and procedures regarding complaints. This complaints and appeals process also forms an integral part of induction (student and staff).

1.1 Complaint and Appeals Policy, Procedures & Outcomes

Complaints and Appeals

AHBC welcomes students and staff feedback and suggestions on our services.

If you have a problem or complaint with another student, an educator, the course content, the facilities or any component of the course you should talk to your Educator, College Coordinator, Welfare Officers or Members of the Student Representative Council. Any complaint found substantiated will be acted upon immediately. Feedback will be given to you in the form of a meeting and/or in writing on the College premises. The meeting will be held with yourself, the General Manager, College Coordinator, Director of studies and compliance and/or any other relevant staff members. The complainant/appellant are advised that they may bring support people with them to any meetings.

AHBC respond to all substantiated complaints and appeals against decisions made by us in a constructive and timely manner of 10 working days.

AHBC would not charge the student for the internal procedure. Minimal cost will apply for the external body accessible for the complaints and appeals. AHBC complaints and appeals process whether internal or external gives the student time to formally present their case, students may be accompanied by a support person. The internal procedure is at no cost to the student.

AHBC maintains a written record of each formal complaint and you will be provided with a written statement of the appeal outcome including the reasons for the decision. (Formal complaints need to be submitted in writing whether by hand, email or signed statement).

In situations where an independent mediator is required this person will be independent to the complaint and appeal. They will be qualified and experienced in the particular area of the complaint and appeal and, depending on the nature of the complaint and appeal, they may include:

- A panel of qualified trainers/assessors
- A qualified trainer/assessor external to AHBC
- A representative of Service Skills Council



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Under Standard 8, of the National Code 2007, if at any time a student feels the need to access our complaints and appeals process at Australian Hair and Beauty College the procedure will be as follows:

1.2 Accessing the Internal Complaints and Appeals procedure and Lodging a Formal Complaint/Appeal:

1. If the student has expressed his/her complaint to an educator or staff member etc and the complaint cannot be resolved informally, the student has an opportunity to formally present his or her case and may access a complaint form from administration or on the Notice Board near the basins in the Certificate III room.
2. The opportunity for the student to formally present his/her case by accessing the internal complaints and appeals procedure is available to the student at no cost.
3. The formal complaint must be in writing.
4. If the student is not comfortable writing the complaint, the student may access a Welfare Officer, SRC member or other AHBC staff members who can listen to the complaint verbally and write it down on behalf of the student.
5. The complaint can be posted, emailed or handed in person to administration or to a staff member the student feels more comfortable dealing with.
6. All posted complaints must be addressed to the General Manager and Director of Studies and Compliance at Australian Hair & Beauty College PO Box 516 Bondi Junction 1355.
7. The complaints and appeals process will commence within 10 working days of AHBC receiving the formal complaint. AHBC will take all reasonable measures to finalise the process as soon as practicable.

1.3 Assessing and responding to the internal complaint:

1. Once the complaint has been lodged, the complaint will be discussed in the daily EDS meeting or in the office amongst the General Manager, Principal, Director of Studies and/ or any relevant staff members.
2. Each appeal is heard by a person or panel independent of the complainant.
3. The General Manager or Director of Studies will give the student a written statement of the outcome and invite the student to arrange a meeting should they wish to discuss the complaint further.
4. In some circumstances a meeting will be arranged with AHBC and the said complainant before a written outcome is issued to the student. This is based on the extent of the complaint/appeal. (The complainant may be accompanied by a support person at any time during meetings).
5. If the complaint is substantiated and favours the student the General Manager or Director of Studies and Compliance will inform the parties involved via written correspondence and implement the necessary action/changes as soon as practicable
6. If the complaint is unsubstantiated and favours the college the General Manager or the Director of studies and compliance will inform the parties involved via written correspondence. The student will be given a copy of the complaints and appeals process regarding external parties involved, the student has 20 working days in which to access this system.



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7. All complaints will be scanned and saved in the students folder and the Complaints and Appeals Register on X:/
8. All correspondence will be entered into the student's manager menu database.

8.4 Meeting regarding the internal complaint:

1. If the student is unhappy with the outcome, the student may arrange a meeting with the General Manager or Director of Studies.
2. This meeting will be attended by the General Manager, Director of Studies and/or any other relevant staff members.
3. The student may be accompanied and assisted by a support person such as a friend, Welfare Officer Etc.
4. Each appeal is heard by an independent person of the complainant or panel.
5. All matters of the complaint/appeal will be discussed.
6. The complainant/appellant will be given a written statement of the outcomes including the reasons for the decision.
7. If the complaint is unsubstantiated and favours the college the General Manager or the Director of studies and compliance will inform the parties involved via written correspondence. The student will be given a copy of the complaints and appeals process regarding external parties involved, the student has 20 working days in which to access this system.
8. If the complaint is substantiated and favours the student the General Manager or Director of Studies and Compliance will inform the parties involved via written correspondence and implement the necessary action/changes as soon as practicable.
9. All complaints will be scanned and saved in the students folder and the Complaints and Appeals Register on X:/
10. All correspondence including meeting discussion will be entered into the student's manager menu database.

8.5 Maintaining Enrolment

If a student chooses to access AHBC's complaints and appeals processes as per this standard – AHBC must maintain the student's enrolment while the complaints and appeals process is ongoing.

The student has access to the College from the time they have lodged their complaint up to 20 working days after.

AHBC will maintain the students enrolment whilst and until the complaints and appeals process has completed. This means that AHBC will not notify DEEWR through PRISMS of the decision until the process has completed and results in the College reporting the student.

If the decision supports the College, DEEWR will be notified of a deferment, suspension or cancellation of a student enrolment if necessary. If so, the student will 28 days in which to leave Australia, or show DIAC a new COE or provide DIAC with evidence that he or she has accessed an external appeals process.

AHBC will continue providing students learning opportunities whilst the complaints and appeals process is ongoing, as not to disadvantage the student if the appeals process favours the student.

www.hairbeautyaustralia.com.au

Files\OLK7A\AHBC Complaints procedures V8102009.doc

C:\Documents and Settings\Claudia\Local Settings\Temporary Internet



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If you are not satisfied with the way the complaint and/or appeal were handled by the AHBC once the internal procedure has completed, you should feel free to take it to an outside agency such as:

Department of Fair Trading
1 Fitzwilliam Street
Parramatta
NSW
2123
Ph (02 98950111)
(For example complaints regarding fees, course)

WorkCover Information Centre
400 Kent Street
Sydney
NSW
2000
Ph 131050
(For example complaints regarding OHS or if you have been injured at work)

Anti-discrimination Board
Level 4/181 Lawson St
Redfern
NSW
(For example if you have been discriminated racially etc)

Office of the Director of Equal Opportunity in Public Employment
Level 11
28 Margaret Streets
Sydney, NSW, 2000
Ph (02) 9248 3555
(For example not being treated fairly and equally as your peers)

National Complaints Hotline can be contacted for all general complaints: 1800 000674

8.6 Procedure regarding accessing the external complaints and appeals process

Independent body for external complaints and appeals – should only be accessed once an internal method has completed

ACPET (Australian Council for Private Education & Training)

(Representative)
Box Q1076
QVB PO, Sydney
NSW 2000
+61 2 9264 4490 (phone)
+61 2 9264 4550 (fax)

Should an outcome not be reached in the internal complaints and appeals process the student/complainant will be given the opportunity to access an independent body (ACPET) to handle the complaint further. The student/complainant will be told this and advised that this will be at minimal cost to the student/ complainant.



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ACPET is independent of AHBC, to comply with this ACPET:

1. Is separated in structure from both College and student involved in the complaints and appeals process
2. Have no personal or professional interest in the outcome of the complaints or appeals process
3. Have no influence on the policy setting of AHBC
4. Is financially and administratively independent of AHBC
5. Does not have the same directors or managers as AHBC

Steps to lodge an external complaint:

1. If the internal complaint is unsubstantiated and favours the college the General Manager or the Director of studies and compliance will inform the parties involved via written correspondence. The student will be given a copy of the complaints and appeals process regarding external parties involved, the student has 20 working days in which to access this system.
2. AHBC will maintain the student's enrolment throughout the ongoing complaints and appeals process.

ACPET's Procedures for students wishing to access external appeals:

1. Once the student has accessed the internal complaint and appeal process and is unhappy with the outcome, the student must lodge appeals via email and are required to complete the revised appeals form which includes payment details. The appeals form is available through the web-site or from the college. www.acpet.edu.au/index
2. Students should not phone or come into an ACPET office under any circumstances
3. Students are to access this point of contact:
4. Email: student.appeals@acpet.edu.au
5. Students either send their appeals form and accompanying evidence (and arrange payment of their half of the appeals fee; advised on form and through point of contact) via post or email.
6. Students will be advised that they will have a further 14 days from lodgement date to supply any extra evidence.
7. The college will be informed of your appeal and will have 14 days to lodge evidence.
8. ACPET external reviewer will review both college and student evidence and make a decision.
9. Both parties will receive a letter with recommendation and decision record.

External complaints and appeals outcome:

1. If the student accesses the external complaints and appeals process and the mediator makes an informed decision supporting the student, AHBC will implement the decision and maintain the student's enrolment, all parties involved in the initial complaint will be informed
2. If the student accesses the external complaints and appeals process and the decision favours the College the student will be informed and must accept the decision made.
3. Throughout AHBC's complaints and appeals process whether internal or external the student may bring along a support person at any time during the meetings
4. For each outcome (internal or external) all parties involved will receive written correspondence regarding the outcome
5. At a maximum AHBC will respond in 10 working days.



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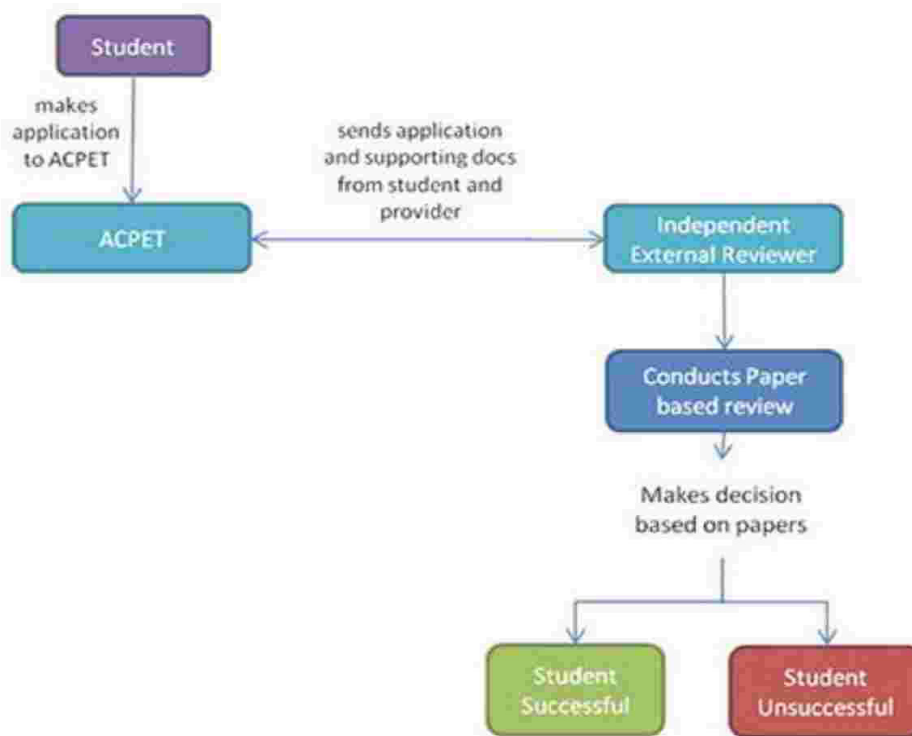
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6. If the decision supports the College DEEWR will be notified of a deferment, suspension or cancellation of a student enrolment if necessary. If so, the student will 28 days in which to leave Australia, or show DIAC a new COE or provide DIAC with evidence that he or she has accessed an external appeals process.

ACPET External Review Process – Post Student Application



8.7 Decision

Once the student/ complainant has accessed an external appeals and the outcome is in the students favour, AHBC must implement any decision immediately and/or corrective and preventative action and advise the complainant of the outcome. AHBC will update the students or staff files to record the outcome, and any subsequent actions



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