

**Purpose:** This form is to be used for formally reporting complaints or appeals you may have with the services provided by Beauty & Hair Academy of Australia P/L RTO. Before completing this form, you should already have discussed your complaint/appeal with your trainer/assessor. If you are not satisfied with the outcome of these discussions, complete this form and send or email to the Beauty & Hair Academy of Australia P/L RTO Administration or Compliance Manager – PO Box 70, Mill Park Vic 3082 –  
E - [sabrina.r@beautyandhairacademy.com.au](mailto:sabrina.r@beautyandhairacademy.com.au)

<b>Applicant Details</b>			
Have your contact details changed since you last advised us of them?		Yes	No
Surname:		Title:	Mr/ Mrs/ Miss/ Ms
First Name:		DOB:	
Address:			
Suburb:		Postcode:	
Telephone:		Fax:	
Email:		Mobile:	

REASON(S)	TICK
Customer Complaint / Grievance / Appeal	
Essential Standard non-compliance	
Condition of Registration non-compliance	
Staff Complaint / Issue	
Other (specify)	

Section 1	<i>Please attach another sheet if required.</i>
Complaint/ Appeal / Problem:	

**BQ7.1: COMPLAINTS & APPEALS Procedure**

**Purpose**

This policy outlines Beauty and Hair Academy of Australia’s approach to managing complaints and appeals and ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their complaint or appeal addressed appropriately.

This policy provides an avenue for all complaints and appeals to be addressed in a fair, efficient and confidential manner. The word ‘complaint’ within the following refers to either a complaint or appeal.

**Procedure**

**1. Stage 1 – Formal Complaint**

	Action	Details	Responsibility
1.1	Make complaint in writing.	<ul style="list-style-type: none"> <li>a) Formal complaints should be made in writing and made attention to the Compliance Manager Sabrina.r@beautyandhairacademy.com.au.</li> <li>b) When making a complaint, provide as much information as possible to enable Beauty and Hair Academy of Australia to investigate appropriately and determine an appropriate solution.</li> <li>c) The complainant is invited to include suggestions about how the matter might be resolved.</li> </ul>	Complainant
1.2	Acknowledge receipt of complaint and commence process.	<ul style="list-style-type: none"> <li>a) Provide receipt of the complaint to the complainant within five working days.</li> <li>b) Commence the complaints and appeals process within ten days of receipt of the written complaint. All reasonable measures must be taken to finalise the process as soon as practicable and within twenty (20) days. If the matter is particularly complex and goes onto stage 2 of the complaints process or further, the matter may take longer to resolve.</li> </ul>	Officer
1.3	Investigate and review the complaint.	<ul style="list-style-type: none"> <li>a) Upon receiving the complaint, the officer may request further details from the complainant. This may be sought by written or verbal request or by face-to-face interview with the complainant and/or respondent(s).</li> <li>b) When such clarification occurs in a face-to-face interview, the persons being interviewed may have another person accompany them.</li> <li>c) Investigation into the matter will take place to ensure Beauty and Hair Academy of Australia has accurate, complete and relevant information.</li> <li>d) The officer will review the information and decide on the appropriate actions to be taken.</li> </ul>	Officer
1.4	Recommend resolution and provide report to complainant.	<ul style="list-style-type: none"> <li>a) The Officer will endeavour to resolve the complaint. Within ten working days, the officer will provide a written report to the complainant on the steps taken to address the complaints and will include their recommendations and reasons for their decision.</li> <li>b) The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of the formal complaint.</li> </ul>	Officer

**Stage 2 – Internal Appeal**

	Action	Details	Responsibility
2.1	Escalate complaint – lodge appeal to Manager for review.	<p>a) If the complainant is dissatisfied with the outcome, they may lodge an appeal with the Manager (who is senior to the original decision maker).</p> <p>b) An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within ten (10) working days.</p> <p>c) Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.</p> <p>d) Following the consultation, the Manager (or nominee) will provide a written report to the complainant within ten working days, advising the further steps taken to address the complaint, including the reasons for the decision.</p> <p>e) The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.</p>	Manager

**Stage 3 – External Appeal**

	Action	Details	Responsibility
3.1	If required, escalate to external mediator for review.	If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to Beauty and Hair Academy of Australia that they wish the matter be dealt with through an external dispute resolution process facilitated by the Australian Council for Private Education and Training (ACPET).	Complainant
3.2	Advise ACPET in writing within five working days.	Beauty and Hair Academy of Australia will advise ACPET in writing of the request within five working days.	Manager
3.3	Round table discussion to occur within ten working days.	<p>ACPET will arrange for a Round Table Discussion (RTD) to be held between Beauty and Hair Academy of Australia and the complainant within ten working days of the written notification. ACPET do not charge a fee for this service.</p> <p><b><u>ACPET's Contact Details</u></b></p> <p>Australian Council for Private Education and Training            PO Box 551, East Melbourne, Vic 8002            Ph: 1800 657 644 Fax: (03) 9416 1895            Email: <a href="mailto:acpet@acpet.edu.au">acpet@acpet.edu.au</a></p>	ACPET
3.4	If unresolved by ACPET, an independent mediator will attempt to resolve the complaint.	<p>a) If the matter remains unresolved after the RTD, ACPET will appoint an independent mediator within fourteen working days of the RTD. ACPET plays no role in the actual mediation.</p> <p>b) It is then up to the mediator, the complainant and Beauty and Hair Academy of Australia to resolve the complaint. Beauty and Hair Academy of Australia will bear any costs associated with the mediation.</p> <p>c) The complainant or the respondent may ask another person to accompany them to meetings with ACPET or the mediator.</p>	Independent mediator.
3.5	Report to Beauty	a) The mediator will report to Beauty and Hair Academy of Australia's Manager	ACPET or

	Action	Details	Responsibility
	and Hair Academy of Australia Manager within fourteen days.	<p>or nominee, the outcome of the mediation, including any recommendations, within fourteen days of completion of the review.</p> <p>b) Beauty and Hair Academy of Australia agrees to be bound by the independent mediator's recommendations and the Manager, or nominee, will ensure that any recommendations made are implemented within thirty days of receipt of the mediator's report.</p>	independent mediator.
3.6	Respond to complainant.	After receiving the report, Beauty and Hair Academy of Australia's Manager or nominee will respond to the complainant within ten working days, and provide a written summary of the actions recommended by the external parties to resolve the complaint.	Beauty and Hair Academy of Australia Manager

**Stage 4 – External Body**

	Action	Details	Responsibility
4.1	If not satisfied with outcome, refer complaint to external body.	At the conclusion of the complaint, if the complainant is not satisfied with the outcome of the external appeal, the matter can be referred to the state registering body or to the National Training Complaints Hotline. Tel: 1800 000 674.	Complainant

**Records of Complaints and Appeals and their outcomes**

	Action	Details	Responsibility
5.1	Record complaint and outcomes.	<p>a) Following the complaint, appropriate actions will be taken by Beauty and Hair Academy of Australia to prevent the problem from recurring through its Continuous Improvement and Quality Assurance policy and procedures.</p> <p>b) The complaint details and outcomes will be logged on Beauty and Hair Academy of Australia's Complaints and Appeals Register for review by Management.</p>	Officer

Student to sign		
Signature:		
Name:		Date:

Section 2 – Attached supporting documentation.	
Action to be taken:	
Who:	When

Receipt of Complaint/ Appeal Form				
Date Received:	Signed: (RTO Training Manager)	Date Completed:	Placed on register	Signed: RTO Director
			<input type="checkbox"/> Yes <input type="checkbox"/> No	