

**1. Purpose**

- 1.1 Feedback from customers is vital to ensure we continue to deliver high-quality products and services to our customers.
- 1.2 Customer Feedback consists of:
  - Compliments
  - Appeals
  - Complaints
  - Suggestions / Continuous Improvement
- 1.3 When customer feedback consists of a complaint, we must ensure that this is managed professionally with the view to reaching a resolution acceptable to all. This procedure sets out the process to follow when a complaint is received, including when a customer seeks re-evaluation of a decision, referred to as an appeal.

**2. Scope**

- 2.1 This procedure applies to customer feedback relating to the quality of any product or service or the outcome of a decision (training and non-training) offered by Aviation Australia (AA).
- 2.2 Examination appeals related to Part 66 examinations are covered by AA EX PRO 07 and are excluded from this procedure.

**3. Revision Details**

- 3.1 This section outlines any adjustments made to the document during the most recent revision.

Section Reference #	Rationale for Change
4.1 & 8.1	Updated RTO standards 2025 and added references
8.1	Added new Microsoft Forms platform
8.1.15	Added any formal notices are to be signed off by the National Technical Training Manager and Chief Academic Officer.

**4. Regulatory References**

- 4.1 Standards for Registered Training Organisations 2025 – Part 2 (Quality Area 2), Division 5 Feedback, Complaints and Appeals Standard 2.7 & 2.8.
- 4.2 National Code of Practice 2018 – Standard 10 Complaints and Appeals.
- 4.3 VET Student Loans Rules 2016 – 4.8.9 Processes and Procedures Relating to Student Complaints.

**5. Related Documentation**

- 5.1 [AA QA POL 01 Customer Complaints and Appeals](#)
- 5.2 [AA QA PRO 10 Continuous Improvement, Issues and Action Management](#)
- 5.3 [AA EX PRO 07 Part 66 Examination Appeals](#)
- 5.4 [AA TA PRO 10 Course Attendance](#)
- 5.5 [AA TA PRO 11 Course Progress](#)
- 5.6 [AA PC POL 03 Code of Conduct – Student](#)

**6. Glossary of Terms**

- 6.1 **Appeal** – A request to have a decision related to an academic or non-academic matter reviewed for a fairer outcome for all parties involved.
- 6.2 **Complaint** – An expression of dissatisfaction with the quality of a product or a service.
- 6.3 **Customer** – Any individual or entity AA is providing a product and/or service to or is seeking to engage with.
- 6.4 **QMS** – Quality Management System

**7. Responsibilities**

- 7.1 The document owner holds the delegated authority for the proper execution of this procedure.
- 7.2 The responsible delegate insures the implementation and adherence to the policy / procedure.

<b>Document Owner:</b>	Head of Risk and Compliance
<b>Responsible Delegate(s):</b>	Quality Assurance Specialist (QAS)

Key Stakeholder Positions may contain multiple responsibilities for various parts of the document however the overall responsibility must remain with the document owner.

<b>Key Stakeholder Positions – Mandatory Consultation Required</b>
N/A

**8. Procedure**

- 8.1 This procedure should be read in conjunction with AA QA POL 01 Customer Complaints and Appeals. It is intended to be flexible enough to adapt to each individual circumstance.
  - 8.1.1 Customer feedback mechanisms can be via any of the following methods:
    - QR Code posters and [Website Customer Feedback](#) via Microsoft forms (with built in automated acknowledgment);
    - [AA TA PRO 03c](#) Record of Conversation – Student Form
  - 8.1.2 Regardless of method of reporting, all formal feedback must be lodged into the QMS using the applicable customer feedback template - Compliment, Complaints/Appeals, Continuous Improvement/Feedback.

**Division 5 – Feedback, complaints and appeals****Standard 2.7***Outcome Standard*

- (1) Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation.

***Performance Indicators***

(2) An NVR registered training organisation demonstrates:

- (a) it operates a complaints management system that:
  - (i) allows feedback and complaints about the organisation, any third parties, and any person employed or contracted by the organisation;
  - (ii) ensures all parties are afforded procedural fairness;
  - (iii) identifies reasonable timeframes for responding to and resolving complaints; and
  - (iv) provides avenues for further action where complaints are not resolved;
- (b) information about how to provide feedback and make complaints through the complaints management system is publicly available and easily accessible by VET students;
- (c) VET students are supported to provide feedback and make complaints;
- (d) outcomes of complaints are documented by the organisation and communicated to all parties to the complaint; and
- (e) feedback and complaints are used by the organisation to inform continuous improvement.

*RTO Outcome Standards 2025*

***Standard 2.8******Outcome Standard***

(1) Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student.

***Performance Indicators***

(2) An NVR registered training organisation demonstrates:

- (a) it operates an appeals management system that:
  - (i) allows VET students to appeal decisions of the organisation, any third parties, and any person employed or contracted by the organisation, where those decisions adversely affect the student;
  - (ii) ensures all parties to the appeal are afforded procedural fairness;
  - (iii) specifies reasonable timeframes for actioning appeals; and
  - (iv) provides avenues for review by an independent party if requested by the appellant (at no or low cost to the appellant);
- (b) information about how to appeal an adverse decision through the appeals management system is publicly available and easily accessible by VET students;
- (c) outcomes of appeals are documented by the organisation and communicated to the appellant; and
- (d) the outcomes of appeals are used by the organisation to inform continuous improvement.

*RTO Outcome Standards 2025*

**Compliments**

8.1.3 All compliments are to be loaded into the electronic QMS and assigned to Quality Assurance and all tabs completed. The automated email is to be sent to the person, their manager and the P&C team. Then the action can be closed by locking tab 3.

**Suggestion / Continuous Improvement Feedback**

8.1.4 Customer suggestions / continuous improvement feedback is greatly welcomed by AA, this feedback assists the business to maintain current effective practices and to embrace a culture of continuous quality improvement.

8.1.5 All feedback is to be loaded into the electronic QMS and assigned to relevant department manager to action same as below process for Stage 1 however the timeframes may be longer depending on the suggestion.

**Complaints and Appeals**

8.1.6 A customer complaint of a general nature (including issues which involve another student), should be directed initially to an AA staff member.

8.1.7 The customer can communicate either informally (verbally) or formally (written) as per below:

- Face to Face or Telephonic complaint – to staff member to advise the customer of the lodging options as per 8.1.1.
- Direct correspondence for appeals only– forward to [QAM@aviationaustralia.aero](mailto:QAM@aviationaustralia.aero) email account for processing.

8.1.8 The customer may be accompanied by another person at any stage of the complaints/appeals process, at their own cost.

8.1.9 Issues of a more serious nature which may significantly affect an individual's ability to continue learning should be communicated by the customer without any delay. Such matters may include but are not limited to:

- Discrimination.
- Sexual harassment or bullying.
- Matters of academic record or standing.
- Matters relating to payment or refund of fees.

8.1.10 All complaints and appeals are to be treated as Confidential and are to be loaded into the QMS as such. i.e. Event/Subject (TAB 1) Security Classification = Confidential.

8.1.11 If the complaint can be resolved informally, details of the complaint and resolution need to be recorded within the electronic QMS, noting the resolution. This is a regulatory requirement to report statistics of complaints and resolution. It is essential that all complaints, even those that are easily resolved, are reported as this will affect overall statistics.

8.1.12 The record of the complaint or appeal and the associated outcome may be accessed by both parties but otherwise will remain confidential. The outcomes will only be shared within the internal system as required to process any relevant actions.

8.1.13 If the Complaint cannot be resolved informally, then Stage 1 of the Internal Review process must be initiated.

8.1.14 Where an appeal against a decision made by the business is submitted in writing within 20 working days, Stage 1 of the internal review process must be initiated.

Decisions may relate to the issue of a Notice of Intention to Report (NOI) or a notified breach of the Code of Conduct. Refer to AA TA PRO 10 Course Attendance, AA TA PRO 11 Course Progress, and AA PC POL 03 Code of Conduct – Student.

8.1.15 Any formal notices are to be signed by the Chief Academic Officer and National Technical Training Manager, as required.

**Note:** For appeals against Part 66 examinations refer to AA EX PRO 07.

#### **Business Manager Internal Review – Stage 1**

8.1.16 This involves the lodging of the complaint via the most appropriate method, as above in 8.1.1.

8.1.17 Appeals are lodged from the student via email to Training Admin (TA) mailbox.

8.1.18 Details of the complaint are registered in the electronic QMS and assigned to the appropriate Business Manager (BM) for action.

8.1.19 The BM will receive an email notification.

8.1.20 The relevant BM or delegate will investigate the matter and gather information from relevant parties to determine if the complaint or appeal is justified. Where required, the BM or delegate identifies the root cause and appropriate corrective and preventative action to rectify the issue, and if necessary, instructor(s) or examiner(s) are tasked for appropriate action, details of which should be entered into the electronic QMS.

8.1.21 A customer response may be needed to complete the investigation. If the customer does not respond to requests for information within 60 calendar days, the complaint may be considered closed.

8.1.22 If the BM considers that more than 60 calendar days is required to complete the process; the complainant must be notified in writing. AA should also provide regular updates to the complainant detailing the stages of the process, this may be done verbally or in writing, either way, this contact with the customer is to be captured in the electronic QMS as a formal record of contact.

- 8.1.23 AA must provide a written statement of the complaint outcome within 30-60 calendar days of lodgement date. The reply must adequately describe the reason for the decision and advice about how to appeal the decision. The written statement is uploaded to the electronic QMS for record keeping purposes and a copy added to any relevant file.
- 8.1.24 Should the outcome not be accepted, the customer may choose to appeal within 7 calendar days.

**HRC Internal Review – Stage 2**

- 8.1.25 The customer may request that the Head of Risk and Compliance (HRC) perform a secondary review. The HRC must commence the review/investigation within 10 working days of lodgement date, including an acknowledgement to the customer in which the customer is to be given the opportunity to formally present their case. The HRC must provide a final response to the appeal within 30 calendar days and must adequately describe the reason for the decision and advice about how to appeal the decision. The written statement is uploaded to the electronic QMS for record keeping purposes and a copy added to any relevant file.
- 8.1.26 Should the outcome not be accepted, the customer may choose to appeal within 7 calendar days.

**CEO Internal Review – Stage 3**

- 8.1.27 The CEO to perform an additional review of the decision. The CEO must commence the review/investigation within 10 working days of lodgement date, the HRC will acknowledge with the customer. The CEO must provide a final response to the appeal within 20 calendar days and must adequately describe the reason for the decision and advice about how to appeal the decision. The written statement is uploaded to the electronic QMS for record keeping purposes and a copy added to any relevant file.
- 8.1.28 Should the outcome not be accepted, the customer may choose to appeal within 7 calendar days.

**External Review – Stage 4**

- 8.1.29 Details of an external and independent body will be provided in the Stage 3 correspondence and the customer is to advise of their intention to progress to the external appeals process within 7 days thereafter.
- 8.1.30 The appeal is to be submitted by the customer within 7 days from the Stage 3 correspondence and the customer must provide AA with evidence of submission to the external body.

- 8.1.31 If the external appeals process involves meeting attendance, the customer and AA where applicable, may be accompanied or assisted by another person at their own cost.
- 8.1.32 A written copy of the outcome of the external review, including the reasons for the decision, will be made available to both the customer and AA.
- 8.1.33 AA will implement decisions made by an external independent party immediately and advise the customer of the same. All records of the entire process will be kept on the student's electronic file. The results may be accessed by both parties but otherwise will remain confidential. The outcomes will only be shared within the internal system as required to process any relevant actions.

**Management Review**

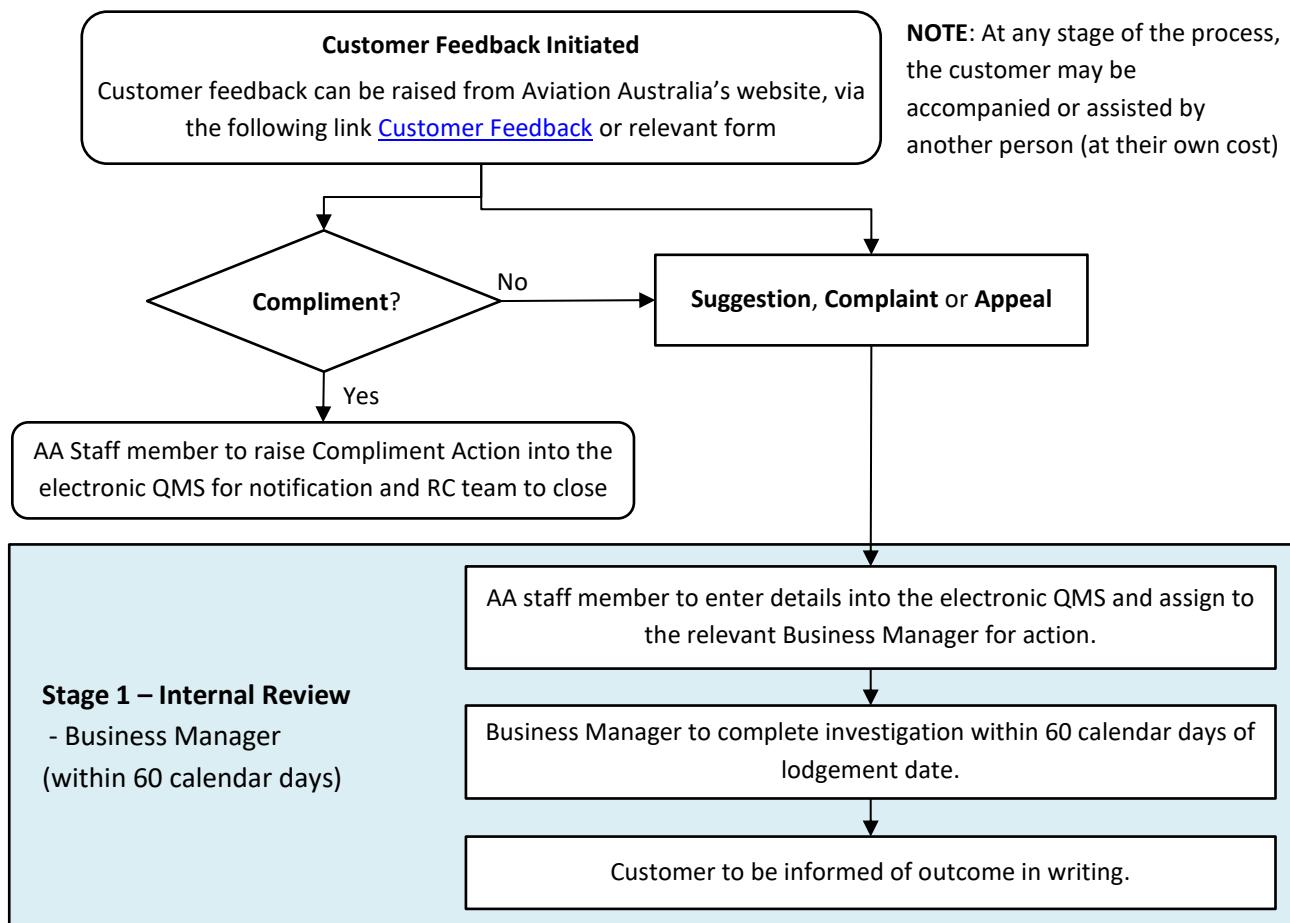
- 8.1.34 The HRC may review the outcome of any customer feedback and recommend additional corrective or preventative actions as required.
- 8.1.35 The HRC will report on customer feedback statistics regularly via the scheduled Management Review reporting process.

**9. Records**

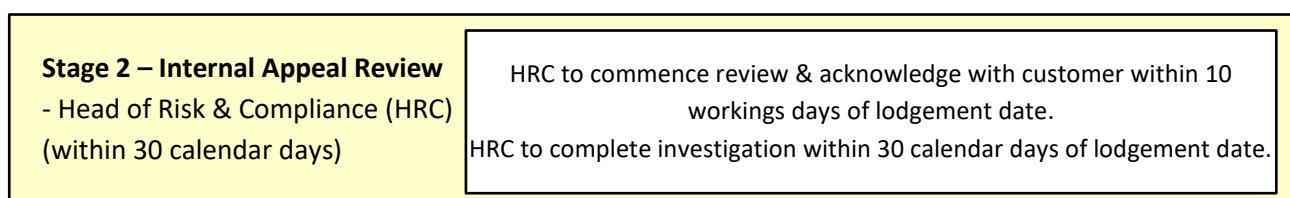
- 9.1 All records within the electronic QMS are kept for an indefinite period.
- 9.2 All records of any external review decision will also be kept on the student's electronic file for at least five years.

## 10. Flowchart

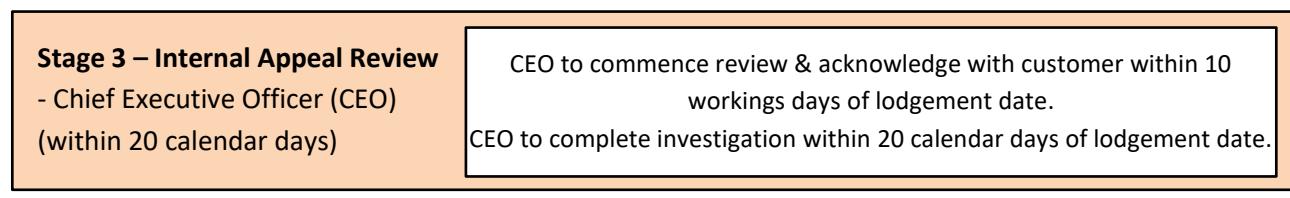
### 10.1 Customer Feedback Process



Should the outcome not be accepted, customer may choose to appeal within 7 calendar days.



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