



# AACDS Complaints Policy and Procedure

## Client Complaints Policy

AACDS has a policy in place for dealing with student grievances and complaints. If a student feels they have been treated unfairly by a fellow student, lecturer or any AACDS staff member or is unhappy with any aspect of the course, the following process will take place:

- The student is advised to first try to resolve the issue directly with people involved, if no solution can be reached;
- The student will need to provide written details of the grounds upon which the appeal is made, and any supporting evidence (forms are available on our website [www.aacds.com.au](http://www.aacds.com.au) or from AACDS).
- This can be lodged with the Student Support Officer (April Jorgensen) or Linda Sim
- This can also be submitted directly to the Director of AACDS
- The directors of the college and the involved party(s) will contact the student in order to initiate an appointment to negotiate a suitable outcome for the student and the party(s) involved
- Mediation discussions will occur if required, (at no cost to the student) however if a satisfactory solution is not reached the appellant has the right to take the complaint/appeal to an external mediator of choice
- AACDS will provide the student with a written confirmation of the outcomes of the mediation and the reason for the decision within 14 days of notification of the outcome.

## International Students

All international students enrolled at AACDS are entitled to access the grievance/appeals procedure set out in this policy. If in the event of the dispute remaining unresolved, an international student or AACDS may contact the Director General of Education who will appoint a suitably qualified conciliator to recommend appropriate action. This process does not prevent an international student from exercising rights to other legal remedies.

The following external bodies may be consulted:

- Department of Fair Trading Ph: 13 32 20
- Department of Education Services – Independent Conciliator Ph: 9441 1953

**Please complete this form and return to: AACDS 1a Arcadia Chambers, 1 Roydhouse St Subiaco WA 6008. Or fax to (08) 9382 4833**

Name of Student: \_\_\_\_\_

Address: \_\_\_\_\_

Name of Course: \_\_\_\_\_

Please give details of complaint:

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Any further evidence you wish to give:

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Date: \_\_\_\_\_ Location: \_\_\_\_\_

What action has been taken to resolve the complaint/grievance?

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What action do you feel is appropriate?

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Any further comments or information you wish to give?

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Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_