

Complaints Policy and Procedure

Flylink Aviation College (FAC) is committed to ensure that student complaints are dealt with in a timely and positive manner.

To ensure that complaints are resolved through a range of organisational resolution processes including independent mediation.

This policy and procedure explain and cover the steps to lodge and process a complaint by students so that the complaint is dealt with in a timely manner with consultation with an independent body if required.

Definition

- Complaints may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these could include alleged sexual harassment, racial or sexual discrimination, physical or verbal abuse.
- This policy does not replace or modify policies or any other responsibilities under other RTO standards or under statute or any other law. Also, these dispute resolution procedures do not circumscribe an individual's rights to pursue other legal remedies.
- Flylink Aviation College (FAC) will communicate this policy to its staff in writing, and train staff in its application.

FlyLink is committed to fostering a supportive, fair, and professional environment for all individuals involved. Recognising the significance of having a formal procedure for addressing matters that cannot be resolved informally to a satisfactory level, FlyLink strictly adheres to the ESOS Act 2000 and National Code 2018 (Standard 10) when responding to complaints and appeals lodged formally through the process outlined in the following sections.

Complaint

Complaints at FlyLink can vary in size and scope, and they may be raised by an individual student or a group of students. Everyone has the right to be heard and have their concerns considered. While FlyLink encourages individuals to attempt to resolve matters informally through peaceful collaboration, it is acknowledged that this may not always be achievable. In cases where informal resolution is not possible or if there are safety concerns during the process, individuals are advised to initiate the formal complaint process, as detailed below. This ensures a structured and fair approach to addressing concerns that require a more formal resolution.

Categorise the Complaint

Identify if the complaint is training related or non-training related.

Some examples of training related complaints are, but not limited to:

1. Unfair treatment or assessment by your Flight Instructor;
2. Unfair expectations set by your Flight Instructor;
3. Harassment, discrimination and/or abuse received from your Flight Instructor;
4. Insufficient or inadequate resource provided to you by FlyLink for training purpose;
5. Lack of, or inadequate time for, clear precise communication for training related matters; or
6. Flight Instructor not performing duties as they are required and expected to.

Some examples of non-training related complaints are, but not limited to:

1. Harassment, discrimination and/or abuse from peers or administrative staff;
2. Matters affecting the quality and/or safety of the learning environment;
3. Lack of, or inadequate time for, clear precise communication for non-training related matters; or
4. Administrative staff not performing duties as they are required and expected to by.

Triggering the Complaint

Training Related Complaint

All training related complaint shall be triggered by sending an email directly to the CEO

Your email should:

1. Have "Formal Complaint" written as the subject of the email;
2. Detail you would like to formally trigger the Complaint Procedure; and
3. Detail your complaint with as much related facts and evidence as possible.

If your complaint is made against the HoO, then your email as described above shall be sent directly to the CEO only. The HoO and/or the CEO must reply to your email:

1. Acknowledging that they have received your formal complaint; and
2. They will commence investigation into the matter within ten (10) working days.

Non-Training Related Complaint

All non-training related complaints shall be triggered by sending an email directly to the Administration Manager (with the CEO carbon copied in). Your email should:

1. Have "Formal Complaint" written as the subject of the email;
2. Detail you would like to formally trigger the Complaint Procedure; and
3. Detail your complaint with as much related facts and evidence as possible.

If your complaint is made against the Administration Manager, then your email as described above shall be sent directly to the CEO only. The Administration Manager and/or the CEO must reply to your email:

1. Acknowledging that they have received your formal complaint; and
2. Commence investigation into the matter within ten (10) working days.

The investigation

The investigation into a student's complaint must commence within ten (10) working days of the complaint being lodged. While the CEO will always be involved and oversee the investigation, the CEO may delegate the responsibility to lead and/or assist with the investigation to the Administration Manager and/or the Head of Operations (HoO). The objective is to allocate sufficient resources to the process to ensure the timely resolution of the complaint.

Individuals associated with the complaint (not limited to the complainant and the respondent) may be requested to meet with the Administration Manager and/or the HoO, in the presence of the CEO. Invitations for these meetings will be sent via email, and participants will be reminded that they can bring a supportive person to the meeting.

The investigation will be conducted fairly and objectively, with a focus on gathering facts. Reference to relevant laws, regulations, policies, procedures, standard operating procedures, and handbooks adhered to by FlyLink will be made where appropriate.

FlyLink aims to conclude investigations within sixty (60) days of the initial complaint lodgment. If, for any reason, the investigation cannot be finalized within this timeframe, the CEO will communicate with the complainant, providing an explanation for the delay, information available at that time to support and assist the complainant, and a timeline for the expected resolution of the complaint. This ensures transparency and ongoing support for the individuals involved in the process.

Informing the result of the investigation

Upon reaching a conclusion, the CEO will send an email to the complainant outlining the following details:

1. The outcome of the investigation.
2. The decision was made based on the investigation findings.
3. An invitation for the complainant to accept and agree to this outcome.
4. A reminder to the complainant of their right to appeal this outcome.

This communication aims to provide the complainant with a clear understanding of the resolution, the decision taken, and the option to either accept the outcome or pursue an appeal if they feel it is necessary.



If a complaint cannot be resolved internally, Flylink Aviation College will provide the complainant with options by which they can lodge the complaint with an external party to further review and resolve.

- **National Training Complaints Hotline:**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: ntch@education.gov.au

- **Civil Aviation Safety Authority (CASA)**

CASA is the aviation regulator in Australia. Complaints can be made by visiting <https://www.aviationcomplaints.gov.au/> or by calling 131 757

Flylink Aviation College will provide any required information or cooperation to the complainant to facilitate this action. Any costs incurred as a result of this course of action will be the sole responsibility of the complainant.

Flylink Aviation College will provide an opportunity for each party to the review to be accompanied or assisted by another person at the review, at that party's own expense.

Finalising the Complaint

Upon receiving written notice of the decision reached by the external party, Flylink Aviation College will notify the complainant with the notice to include the reasons for the decision

If a formal reply has been received from the complainant, the CEO will take the following steps to finalise the complaint resolution:

1. Complete all necessary paperwork and documentation related to the complaint.
2. Issue copies of this paperwork to the directly involved parties via email.
3. Upload the completed paperwork to the FlyLink Company Server, specifically into the Complaint and Appeal Procedure folder.
4. Document the resolution in the files of the directly involved parties.
5. Trigger a Continuous Improvement Request, if applicable, to enhance processes and prevent similar issues in the future.

In cases where the complaint outcome leads to a change in the enrolment status or duration for an international student, or if the international student withdraws from the complaints process, the Department of Home Affairs will be promptly notified via PRISMS within twenty-eight (28) days. This ensures compliance with relevant regulations and keeps the necessary authorities informed of any changes affecting international students