

Complaints - Policy and Procedure

1. Purpose

This document outlines how Phoenix Academy handles complaints to ensure fair, confidential, transparent, and timely resolutions.

2. Scope

This policy and procedure applies to all services provided by Phoenix Academy as well as services provided by a third-party on behalf of Phoenix Academy.

3. Aims of Phoenix Academy

Phoenix Academy aims to:

- Establish an environment that perceives complaints as an opportunity to improve the organisation and operations.
- Establish a complaints resolution system that acknowledges the needs of our students and aspires to prevent complaints from recurring.
- Ensure that all complaint resolutions are prompt, professional and confidential.
- Ensure that the views of each party are respected and neither party is discriminated against.
- Ensure that there is a consistent response to complaints.
- Implement a review process once a complaint is finalised to ensure continuous improvement of our operations.

4. Definitions

Complaint: A complaint is any expression of dissatisfaction with an action, product, or service of Phoenix Academy.

Complaint Resolution: Complaint Resolution is the process by which solutions are sought in response to a complainant making a formal complaint of perceived problems, either verbally or in writing. The Complaint Resolution process can be formal or informal.

5. Principles of Procedural Fairness

Phoenix Academy applies three core principles in handling complaints:

- **Hearing Rule:** Individuals have the right to know the case against them and to be heard.
- **Bias Rule:** Decisions must be made impartially, without actual or perceived bias.
- **No Evidence Rule:** Decisions must be based on factual, logical evidence, avoiding irrelevant or speculative considerations.

Each case is assessed individually, ensuring fairness and adherence to proper decision-making procedures.

Procedure

1. Informal Complaint Resolution

Phoenix Academy encourages employees and students to attempt informal complaint resolution prior to resorting to a more structured process.

Step 1 – Complaint

A complaint can be made verbally or in writing.

Step 2 - Complaint Discussion

Ideally an employee or student raising the complaint (the complainant) should try to resolve the matter with the person against whom the complaint exists (the respondent).

All Phoenix Academy staff members are approachable and willing to assist in this regard. A record of any actions taken to find a resolution at an informal level is kept.

Step 3 – Resolution

A successful outcome to an informal complaint process consists of all parties having had an opportunity to present their version of events, consensus reached by all parties in relation to decisions made, and all parties feel capable of continuing to work together in a professional capacity.

If resolution is not achieved at the informal stage, a formal complaint resolution process will be undertaken.

2. Formal Complaint Resolution

Like the informal process, formal complaint resolution entails meetings and discussions between involved parties, facilitated and documented by the National Compliance Manager to achieve complaint resolution. In some instances, it may be decided that the process requires the facilitation of an independent third party.

Step 1 – Complaint

All formal complaints from students must be submitted in writing to the Student Services Office. Receipt of this complaint will be acknowledged within five (5) working days and a Case Manager will be assigned to investigate and resolve the complaint.

Step 2 - Complaint Discussion

The Case Manager may seek clarification of the outcome the complainant wishes to achieve. Clarification may be sought by written or verbal request or face-to-face meeting.

During Complaint Resolution, a complainant or respondent is entitled to be accompanied by a support person for all face-to-face meetings.

Step 3 - Resolution

The Case Manager will endeavour to resolve the complaint and provide a written report, including details of the reasons for the outcome, to the complainant on steps taken to address the complaint within ten (10) working days of lodgement.

If a complaint remains unresolved and/or a complainant is dissatisfied with the outcome, the complainant can appeal through the Phoenix Academy *Appeals Procedure*.

3. Reporting and Continuous Improvement

All formal complaints are to be submitted to the Academic Board for review.

The Academic Board will identify potential causes of complaints and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.