



CUSTOMER COMPLAINTS, GRIEVANCES & APPEALS POLICY

The Institute believes that it is advantageous for complaints to be resolved, wherever possible and appropriate, at the local level with a minimum of formal procedures.

Any employees, students or persons who seek to enrol in courses at AUSI, who feel they have been unfairly dealt with should commit to paper the exact reasons for concern, making a note of instances and when they occurred. All complaints and grievances from administrative staff will be directed initially to a Senior Manager. All complaints and grievances from teaching staff will be directed initially to the Principal. All complaints and grievances from students relating to academic matters and personal welfare matters will be directed initially to the Principal. All complaints from students and persons who seek to enrol in courses at AUSI, relating to non-academic matters will be directed initially to the Student Advisor.

The following grievance procedures will be used in dealing with complaints:

- Grievance Procedures Relating To Academic Matters;
- Grievance Procedures Relating To Non-Academic Matters.

These procedures should be read along with the AUSI policy documents:

- Harassment Guidelines;
- Privacy Policy;
- Appeals Process
- Equal Opportunity & Anti-Discrimination Guidelines;
- Human Resource Management Policy & Practices.

AUSI's Grievance Policy includes the availability of an independent grievance handling/dispute resolution process where there is a dispute with a student, person or staff member. Complainants and respondents are reassured that no discrimination will be incurred by them nor will there be any victimisation of them for initiation of a grievance procedure. This dispute resolution process does not circumscribe a student's, person's or staff member's rights to pursue other legal remedies.

All procedures will be made available on the AUSI website and will be conducted with the prescribed timelines. Records of grievances will be retained for at least 5 years and parties to the complaint will have appropriate access to the records. All such records will be treated as confidential.

Barclay Jones
Academic Manager