



COMPLAINTS AND APPEALS POLICY

During course activities, students may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. Hair Assembly undertakes to provide a mechanism which allows for the fair and equitable resolution of any issues.

Hair Assembly complaints process is available to manage and respond to allegations involving the conduct of:

- Hair Assembly, its trainers, assessors or other personnel; or
- Hair Assembly resources, facilities or equipment provided in the delivery of training
- A student of Hair Assembly.

The process allows students and other stakeholders to easily engage with the personnel of Hair Assembly about any concerns they have can stop minor issues becoming larger.

Hair Assembly's complaints process is publicly available on the Hair Assembly website, and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment.

Hair Assembly's complaints process follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Hair Assembly, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

1.1. Complaint & Grievance Procedure

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from students or employers;
- Non-academic matters from students or employers; and
- Non-academic matters from persons seeking to enrol with the Hair Assembly in a VET course or unit of study.

1. In the first instance a student should discuss the matter with the staff member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Hair Assembly management either by phone on 1300 297 333 or by email to compliance@hairassembly.edu.au.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any client may submit a formal complaint to Hair Assembly in writing by sending an email to compliance@hairassembly.edu.au. Complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Date of the event which lead to the complaint; and
 - Any other relevant information or attachments (if applicable).
3. The Hair Assembly Compliance Manager will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
4. The Compliance Manager will investigate the complaint, or refer the matter to appropriate Hair Assembly personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.

In all cases, each party may be accompanied and assisted by a third party at any relevant meeting.

5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.



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6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Hair Assembly Chief Executive Officer.
7. Escalated complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
 - Any other relevant information or attachments (if applicable).
8. The Hair Assembly Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
9. The Chief Executive Officer will investigate the complaint, or refer the matter to an external dispute resolution process by a body appointed for this purpose by Hair Assembly. The default external body will be drawn from accredited LEADR practitioners in the relevant region / context of the complaint:

LEADR – Association of Dispute Resolvers

1800 651 650
www.leadriama.org

In either case, the investigation will be resolved and decisions made on the escalated complaint within twenty working days of the escalated complaint being received in writing.

10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the Hair Assembly Chief Executive Officer. In this situation, the Chief Executive Officer will:
 - Acknowledge receipt of the escalated complaint in writing within five working days; and
 - Refer the matter to an external dispute resolution process by a body appointed for this purpose by Hair Assembly.
 - Hair Assembly will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.
 - The investigation will be resolved and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.
12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

All stages of the complaints process are documented and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the Complaints Register. This register is located on the Hair Assembly Portal available at:

<https://xseed.rtomanagement.com>

If the internal or external complaint handling or appeal process results in a decision that supports the student, Hair Assembly immediately implements any decision and/or corrective and preventative action required and advises the student of the outcome.

At all times records of complaints and grievances are maintained confidentially. Hair Assembly retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.



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1.2. Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties, as are relevant to the nature of the complaint and the jurisdiction:

Organisation	Details
Australia Skills & Quality Authority (ASQA)	1300 701 801 enquiries@asqa.gov.au
ACT Department of Education & Communities	www.det.act.gov.au
NSW Department of Education & Training	www.training.nsw.gov.au
NT Department of Education and Training	www.det.nt.gov.au
QLD Department of Education, Training & Employment	www.training.qld.gov.au
SA Department of Further Education, Employment, Science and Technology	www.training.sa.gov.au
Skills Tasmania	www.skills.tas.gov.au
Victorian Department of Education & Training	www.skills.vic.gov.au
WA Department of Training and Workforce Development	www.dtwd.wa.gov.au

1.3. Improvement Actions

Hair Assembly confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, Hair Assembly endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an Improvement Record. Hair Assembly maintains a Continuous Improvement Register for recording the receipt and management of improvement records.

Once improvement records are raised, management review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

The Continuous Improvement Register and Improvement Records are located on the Hair Assembly Portal available at:

<https://xseed.rtomanagement.com>

2. Assessment Appeals

Hair Assembly provides all students with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in the assessment process. Other grievances or issues not pertaining to assessments should be referred to Hair Assembly's complaints processes.

Hair Assembly's appeals process facilitates requests for a review of decisions, including assessment decisions, made by Hair Assembly.

Hair Assembly's appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Hair Assembly, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Hair Assembly's process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a



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student objects to actions taken or decisions made by Hair Assembly personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal. Students also have the right to lodge an appeal against competency decisions made if:

- They believe the outcome is invalid; or
- They feel the process was invalid, inappropriate or unfair.

2.1. Appeals Process

Hair Assembly's appeals process is publicly available on the Hair Assembly's website.

1. Before making a formal appeal, students are required to discuss the matter with the relevant Hair Assembly personnel in an effort to reach an agreement. Hair Assembly personnel will undertake to reassess the decision that has been made.
2. If a student is still unhappy, they must lodge a formal appeal in writing to Hair Assembly Compliance Manager at compliance@hairassembly.edu.au.
3. Upon receiving a formal appeal, Hair Assembly Compliance Manager will:
 - Acknowledge receipt of the appeal in writing within five working days; and
 - Appoint an independent member of staff as a moderator to try to resolve the issue. Any decision recommended by the moderator is not binding to either party.

The independent staff member will review the information provided by all parties and either reject or uphold the appeal. The student will be advised of the outcome of the appeal in writing within 10 working days of lodging the appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

4. If a student, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the Hair Assembly Chief Executive Officer. The Hair Assembly Chief Executive Officer will:
 - Acknowledge receipt of the further appeal in writing within five working days; and
 - Appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to the student. This second registered training organisation will:
 - Uphold the appeal;
 - Reject the appeal; or
 - Recommend further evidence gathering by either party.

The student will be advised of the outcome of the appeal in writing within 20 working days of lodging the further appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

5. If a student, on receiving written advice on the further appeal, is still unhappy they have a right of appeal to:
 - Their relevant State Training Authority (STA) in each state and territory if an apprenticeship/traineeship based course; or
 - Alternatively, to the Australian Skills & Quality Authority (ASQA) via the appropriate process.

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

All stages of the appeals process is documented and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made. Each appeal and its outcome is recorded in writing and stored on the Appeals Register. This register is located on the Hair Assembly Portal available to staff at:

<https://xseed.rtomanagement.com>