

Complaints Policy

Purpose

EIM Training is committed to providing a high-quality educational experience. This policy outlines the procedure for domestic students to raise and resolve complaints in a fair and timely manner.

Scope

This policy applies to all domestic students enrolled in courses at EIM Training. It covers complaints related to academic issues, administrative services, facilities, or any other aspect of the student experience.

Definitions

- **Complaint:** An expression of dissatisfaction by a student regarding any aspect of their experience at EIM Training.
- **Complainant:** The student making the complaint.
- **Respondent:** The individual or department against whom the complaint is made.
- **Resolution:** The outcome or action taken in response to a complaint.

Principles

Confidentiality: All complaints will be handled confidentially.

Impartiality: All parties involved will be treated fairly and impartially.

Timeliness: Complaints will be addressed promptly.

Support: Students can seek support from student services throughout the process.

Procedure

Step 1: Informal Resolution

1. **Initial Contact:** The student should first attempt to resolve the issue informally by discussing it directly with the person or department involved.
2. **Support:** If needed, the student may seek advice or support from student services.
3. **Documentation:** It is recommended to document any informal resolution attempts for reference.

Step 2: Formal Complaint

1. **Submission** If the issue is not resolved informally, the student should submit a formal complaint in writing to the Student Services Office. The complaint should include:
 - Student's full name and contact details.
 - A detailed description of the issue.
 - Any relevant documents or evidence.
 - The desired outcome or resolution.
2. **Acknowledgment:** The Student Services Office will acknowledge receipt of the complaint within 5 working days.
3. **Investigation:** The complaint will be investigated by a designated staff member who was not involved in the issue. This may involve:
 - Reviewing the complaint and any supporting documents.
 - Interviewing the complainant and the respondent.
 - Gathering additional information if needed.

4. Resolution: A written response will be provided to the complainant within 15 working days of the complaint being acknowledged. The response will include:
 - A summary of the investigation findings.
 - Any actions to be taken or proposed resolutions.
 - Information on how to appeal the decision if the complainant is not satisfied.

Step 3: Appeal

1. Submission: If the complainant is not satisfied with the resolution, they may submit an appeal in writing to the Director of EIM Training within 10 working days of receiving the resolution.
2. Review: The Director will review the appeal, which may involve:
 - Reassessing the original complaint and the resolution process.
 - Gathering additional information if needed.
3. Decision: A written response will be provided to the complainant within 20 working days of receiving the appeal. The decision made at this stage is final.

External Review

If the appellant remains dissatisfied after the internal appeal process, they may seek an external review from relevant bodies such as:

- The National Training Complaints Hotline.
- The Australian Skills Quality Authority (ASQA).

Record Keeping

All appeals and their outcomes will be documented and retained securely for a minimum of 5 years. These records will be used to improve services and ensure fairness in future processes.

Policy Review

This policy will be reviewed annually to ensure its effectiveness and compliance with relevant regulations and standards.

Contact Information

For any queries or to submit an appeal, students can contact:

EIM Training
Level 1/72 Nerang Street, Southport, QLD 4215
(07) 55 75 75 75
HQReception@eim.edu.au

This policy ensures that all appeals are handled consistently, fairly, and promptly, providing students with a clear pathway to seek a review of decisions affecting their academic and non-academic experiences.