

Complaints and Grievances

Disputes arise when a client is not satisfied with an aspect of the RTO's services and requests action to be taken to resolve the matter. Students and other members of the public may wish to lodge a complaint in some of the following areas (amongst others):

- The conduct of the RTO, its trainers, assessors or other staff;
- An RTO Subcontractor, its trainers, assessors or other staff;
- A Learner of the RTO.

All formal complaints will be attended to within 10 working days of being received. Complaint and Grievances forms are available in all student handbooks and on Byron Yoga Centre website.

The RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

Please see the steps for the Complaints and Grievances process below.

Procedure

- The client should first discuss their concerns with their Trainer/Assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- Where the complaint is not satisfactorily resolved, the student may wish to submit their complaint in writing via a completed Complaints and Grievances Form. This form needs to be submitted to the RTO Administration Department. The student may be accompanied by a representative to any meetings it holds with the RTO staff.
- Allow for 10 working days for the matter to be processed. During the review, the nominated and responsible staff member may implement some of the following steps:
 - Interviewing persons involved in the matter;
 - Reviewing all documentation associated with the matter.
- The outcomes will be communicated to the student in writing.
- If the student remains dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive for review.

- The RTO Chief Executive will assess the situation and put forward a resolution within 7 working days of being notified.
- Should the student remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the student and the RTO) who will review the case. This body, where possible, will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager. For International Students, this body is most often the Overseas Students Ombudsman (see further information below).
- Principles outlined in Byron Yoga Centre' Privacy and Confidentiality Policy will be applicable at all times.
- The student is to be informed regularly of the progress of their application. Should it appear likely that the application will take more than 10 days to process, the student will be informed in writing stating the reasons for the delay.
- Records of all Complaints/Grievances processes and outcomes will be recorded by the RTO on the Complaints Register and saved according to the RTO's Record Keeping Policy.
- All Complaints/Grievances applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that the RTO can act upon.

The complainant may withdraw a grievance at any stage in the process. If the grievance is withdrawn, the matter will be deemed to be closed.

Complaints, Grievances and Appeals - International Students

Disputes arise when a client is not satisfied with an aspect of the RTO's services and requests action to be taken to resolve the matter. Students and other members of the public may wish to lodge a complaint in some of the following areas (amongst others):

- The conduct of the RTO, its trainers, assessors or other staff;
- An RTO Subcontractor, its trainers, assessors or other staff;
- A Learner of the RTO.

All formal complaints will be attended to within 10 working days of being received. Complaint and Grievances forms are available in all student handbooks and on Byron Yoga Centre website.

The RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

Please see the steps for the Complaints and Grievances process below.

Procedure

- The client should first discuss their concerns with their Trainer/Assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- Where the complaint is not satisfactorily resolved, the student may wish to submit their complaint in writing via a completed Complaints and Grievances Form. This form needs to be submitted to the RTO Administration Department. The student may be accompanied by a representative to any meetings it holds with the RTO staff.
- Allow for 10 working days for the matter to be processed. During the review, the nominated and responsible staff member may implement some of the following steps:
 - Interviewing persons involved in the matter;
 - Reviewing all documentation associated with the matter.

- The outcomes will be communicated to the student in writing.
- If the student remains dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive for review.
- The RTO Chief Executive will assess the situation and put forward a resolution within 7 working days of being notified.
- Should the student remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the student and the RTO) who will review the case. This body, where possible, will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager. For International Students, this body is most often the Overseas Students Ombudsman (see further information below).
- Principles outlined in Byron Yoga Centre's Privacy and Confidentiality Policy will be applicable at all times.
- The student is to be informed regularly of the progress of their application. Should it appear likely that the application will take more than 10 days to process, the student will be informed in writing stating the reasons for the delay.
- Records of all Complaints/Grievances processes and outcomes will be recorded by the RTO on the Complaints Register and saved according to the RTO's Record Keeping Policy.
- All Complaints/Grievances applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that the RTO can act upon

•