



Document Title: Complaints and Appeals Policy and Procedures – V1.0

Document Review Date: 06.12.2021

1. Document Version Control

This document will be updated and versions re-issued as a result of changes to its content. At the rear of this document is a modification history table that details the changes within versions as they are released.

2. Acronyms

- RTO – Registered Training Organisation
- ATOD – Australian Teachers of Dancing

3. Document Overview

This policy and procedure were developed to provide guidance to students and / or their legal guardians (students under the age of 18,) on how to resolve any complaints associated with the services provided, or unwelcome behaviour directed towards them. The document also explains how an appeal can be lodged associated with decisions made by the studio, or assessment decisions made by their Trainers and Assessors.

4. Studio Mandatory Requirements

- The studio is required to have systems in place for securing all records associated with student / legal guardian complaints and appeals.
- The studio is to demonstrate they have systems in place for identifying potential causes of complaints and appeals and can demonstrate appropriate corrective action has been taken where necessary to eliminate or mitigate the likely hood of reoccurrence.
- This document must be accessible to the public and provided to students when they enrol.
- Students can access the RTO (ATOD) Complaints and Appeals policies and procedures if their legitimate concerns are not resolved by the studio.

5. Complaints and Appeals Policy Statement

Fierce Dance acknowledges the importance of resolving the legitimate concerns of students and / or their legal guardians at the earliest opportunity so to avoid an unnecessary escalation.

In the event the associated issues cannot be resolved quickly through informal discussions with the studio nominated person, then the associated complaint or appeal process within this document should be followed.

6. Complaints Process

| Step | Process Steps |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | When any legitimate concerns are identified, the student and / or their legal guardians should speak directly with the studio nominated person to outline their concerns, and the outcomes they are seeking. |
| 2 | If a satisfactory resolution was not achieved, then the student and / or their legal guardians are advised to contact the RTO Manager at ATOD to discuss their concerns, and the actions taken to date. |
| 3 | The RTO Manager will then explore options and communicate those back to the student and / or legal guardians. |
| 4 | If the option of lodging a formal complaint is chosen by the student and / or their legal guardians, then the RTO Manager supplies a copy of the ATOD Complaints and Appeals Policy and Procedure, and the associated process is followed. |

7. Appeals Process

| Step | Process Steps |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | If a student and / or their legal guardians have legitimate concerns regarding a decision made by the studio (including assessment decisions), then they should speak directly with the studio nominated person. |
| 2 | If a satisfactory resolution was not achieved, then the student and / or their legal guardians are advised to contact the RTO Manager at ATOD to discuss their concerns, and the actions taken to date. |
| 3 | The RTO Manager will then explore options and communicate those back to the student and / or their legal guardians. |
| 4 | If the option of lodging a formal appeal is chosen by the student and / or their legal guardians, then the RTO Manager supplies a copy of the ATOD Complaints and Appeals Policy and Procedure, and the associated process is followed. |

8. Recipients

The following positions will be notified of the documents existence and receive updates when they are released.

| Position | Location |
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| Director | Fierce Dance Erskine |
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9. Modification History

| Version | Amendment Details | Approval Date |
|---------|-------------------|---------------|
| V1.0 | Initial release | 06.12.2021 |
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