



Australian
Institute of
Management

GRIEVANCE POLICY AND PROCEDURE – CLIENTS AND DELEGATES

Policy Statement

The Australian Institute of Management – Qld & NT (AIM) welcomes and respects all forms of feedback. AIM employees, consultants, participants, candidates and clients are openly invited to offer feedback on any matter at any time. AIM has allocated specific employees to handle a compliment, an issue, a concern or a complaint.

AIM will respect and reserve the rights of all individuals to use any avenue available to them to address their grievances and/or appeals.

Where a grievance involves the outcome of the assessment of nationally recognised training all involved parties should refer to the Assessment Outcomes Appeal policy and procedure.

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Purpose and Scope

To ensure efficient and effective outcomes to any grievance and appeal that does not pertain to assessment outcomes at AIM.

The purpose of this document is to define and explain the procedure for handling any reported grievance and appeals.

Responsibilities

AIM has appointed the RTO Manager as the responsible officer in relation to grievance and appeals within AIM's training programs. General Managers are the designated officers for all other grievance. General Managers are responsible for compliance in their own department and can seek advice and assistance from other General Managers or the CEO.

Management has the overall responsibility of carrying out the organisation's Grievance and Appeal policy and procedures in their respective business units.

Definitions

Executive Team	Chief Executive Officer and General Managers.
Employees	All employees whether full-time, part-time or casual.
Consultants	Facilitators, assessors, member of faculty and contractors engaged in work on behalf of AIM.
Participants	Persons engaged in any of AIM's training programs.
Candidates	Persons undertaking assessments in any of AIM's training programs.
Visitor	Any other person who engages in any of AIM's product and services.
Complainant	Participant, candidate, employee, consultant or visitor.
Training Programs:	Public and corporate training courses and the Graduate Studies program.

Procedure

Participants and Candidates

1. The aggrieved party will complete a **Feedback Report** (Form AIM-BI600).
2. Upon receipt of this form, all AIM employees and consultants will welcome the opportunity to respond to the matter and will offer the following options:
 - resolve the matter under the provisions of the Feedback Report Process, or
 - seek immediate response from a consultant or the RTO Manager.
3. Where an aggrieved party elects the second option, the following procedure applies:
 - The participant or candidate should refer the grievance to the consultant or seek assistance at AIM Reception to refer the matter to the RTO Manager.
 - The consultant will listen and note the nature of the concern and identify the expected outcome of the aggrieved party and refer the matter to the RTO Manager within five working days of the initial complaint.

- The RTO Manager will recommend a course of action that specifically addresses the grievance within two working days of receipt of the complaint.
- If the aggrieved party is satisfied with the proposed outcome, appropriate steps need to be taken to implement that outcome. Depending on the type of action to be taken, the outcome will be completed to the complainants and AIM's satisfaction within five working days of the resolution being determined or as agreed to between both parties.
- If the aggrieved party is dissatisfied with the proposed outcome, they have the right, in the first instance, to take their grievance to the General Manager, who will deal with the matter within five working days of receipt of the complaint and speak to the aggrieved party to determine an outcome.
- If the aggrieved party is still dissatisfied with the proposed outcome, they can apply to have their grievance officially heard by an **ad hoc Appeals Board – a tripartite body that would consist of a student representative, an AIM representative and a representative with expert content knowledge (an independent facilitator or assessor)**. This hearing will take place within 28 days and will provide the aggrieved party with the opportunity to present their case, in full, providing witnesses and referees where appropriate. If so desired, the aggrieved party may have representation in the form of an independent third party.
- The RTO Manager will review the matter to take preventative and correction actions as part of AIM's Business Improvement strategy.

Visitors

In the event of a dispute likely to affect the business of AIM, the following procedures shall be constituted:

1. The aggrieved party will complete a **Feedback Report** (Form AIM-BI600).
2. Upon receipt of this form, all AIM employees will welcome the opportunity to respond to the matter and will offer the following options:
 - resolve the matter under the provisions of the Customer Management procedure, or
 - seek immediate response from a General Manager.
3. Where an aggrieved party elects the second option, the following procedure applies:
 - The complainant should refer the grievance to an employee or seek assistance at AIM Reception to refer the matter to a General Manager.
 - The employee will listen and note the nature of the concern and identify the expected outcome of the aggrieved party and refer the matter to a Senior Manager within five working days of the initial complaint.
 - The General Manager will recommend a course of action that specifically addresses the grievance within two working days of receipt of the complaint.
 - If the aggrieved party is satisfied with the proposed outcome, appropriate steps need to be taken to implement that outcome. Depending on the type of action to be taken, the outcome will be completed to the complainants and AIM's satisfaction within five working days of the resolution being determined or as agreed to between both parties.
 - If the aggrieved party is dissatisfied with the proposed outcome, they have the right, in the first instance, to take their grievance to the General Manager, who will deal with the matter within five working days of receipt of the complaint and speak to the aggrieved party to determine an outcome.

- If after 48 hours (or such longer periods negotiated where appropriate) the matter remains unresolved, the complainant will bring the grievance to the attention of the CEO.

Confidentiality

All parties, subject to the grievance process, shall at all times treat all grievances and appeals as confidential and shall not reveal the names of complainants making a grievance or where applicable those referred to in the grievance to any third party without the express permission of those concerned.

Referenced Documents

BIP AIM-BI600	Customer Management procedure
Form AIM-BI600	Feedback Report
Form AIM-BI600	Customer Feedback Report
Form AIM-PR001	Privacy Complaint Form
Form AIM-ABU002	Diary Note