
Complaints & Appeals Policy

Belgravia Academy is committed to managing and responding to complaints and appeals in a fair and just manner. All complaints and appeals are noted within Belgravia Academy's staff meetings and require the implementation of our complaints and appeals process.

The Complaints and Appeals Policy covers the following areas:

Scope of Complaints and Appeals Policy

The policy applies to complaints and appeals involving:

- a) Belgravia Academy, its trainers, assessors, or other staff
- b) third parties providing services on behalf of Belgravia Academy, its trainers, assessors, or other staff
- c) students of Belgravia Academy.

Complaints and Appeals Procedures

Students can choose to submit a complaint to staff through the informal or formal process. The informal process aims to resolve complaints through discussion and mutual agreement. The formal process is used when a complaint cannot be resolved through the informal process.

Informal Process

- **Submission:** Students can submit a complaint (verbally or in writing) directly to Belgravia Academy staff for the purpose of resolving the complaint through discussion and mutual agreement.
- **Process:** The staff will explain the available complaints and appeals processes to the student.
- **No Resolution:** If the complaint is not resolved through mutual agreement, it will require the completion of the formal complaints process.
- **Reporting:** All informal complaints will be reported to Belgravia Academy management for further review and continuous improvement actions.

Formal Process

Submission: When a student submits a formal complaint or is dissatisfied with the attempt to resolve a complaint informally, they can submit a formal complaint to Belgravia Academy's management using the *Stakeholder Complaint Form*. Management will acknowledge receipt of all formal complaints within 7 days.

Response: Belgravia Academy's response to the complainant will include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator. All formal complaints shall be responded to in writing, proposing a resolution to the complaint.

Appeals Process

If a student is dissatisfied with the proposed solution for a formal complaint, they can request an External Appeal. Belgravia Academy's management will provide an additional opportunity

to provide a solution and will apply the External Appeal process.

External Appeals

Independent 3rd Party: Belgravia Academy's management will advise the student that an independent third party will be sought to consider the nature of the complaint and a possible further resolution. The selection of the independent third party must be with the mutual agreement of the student. Any costs involved will be shared between both parties.

Contact: The Independent Third party will contact Belgravia Academy management and the student and arrange a suitable time for further discussion about the formal complaint.

Finality of Decision: All Independent Third Party proposed solutions shall be final and be reported to Belgravia Academy management and the student in writing and will require immediate implementation by both parties.

Assessment Result Appeals

All appeals from students relating to assessment results must be received within 15 working days following the competency decision.

Assessment Appeals Procedure

Belgravia Academy trainers and assessors are required to:

- Guide course participants on how to appeal an assessment in a timely manner.
- Explain any parts of the assessment results that a student finds unclear.
- Inform Belgravia Academy management as soon as possible if a student seeks to appeal an assessment decision, either verbally or in writing.
- Arrange a meeting with the student and Belgravia Academy management upon receiving an assessment appeal.
- Inform the student of the outcome of their assessment appeal and clearly explain the reason for the decision.
- Process all assessment appeals within 10 days and keep a record of them on the student's file.
- Adjust the student's records according to Belgravia Academy management's appeal outcome decisions.

Complaints and Appeals Records

Records Keeping: Belgravia Academy management shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in Belgravia Academy meeting minutes. Records of all informal, formal complaints, and appeals will be recorded in Belgravia Academy meeting minutes and all written student complaints records will be retrievable by the student.

Time-Frame: Belgravia Academy's Complaints and Appeals Policy ensures that all complaints and appeals are dealt with in a constructive and timely manner, taking appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

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