

## Complaints and Appeals Policy & Procedure

**Combined Academic and Non Academic Grievance Policy and Procedures**  
**The Holistic Healing Company PTY LTD Trading as Australian College of**  
**Hypnotherapy and Infinity Institute Australia**  
**[ABN: 34097426303 ACN: 097428303]**

### **Definitions**

For the purposes of this document the following applies:

**The Act** refers to the *Higher Education Support Act 2003*

**Student/s** refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements.

**Complainant** refers to Students (as defined above) who have lodged an academic or non-academic complaint with **The Holistic Healing Company Pty Ltd/Trading as Australian College of Hypnotherapy and Infinity Institute Australia**

### **Overview**

**The Holistic Healing Company Pty LTD /Trading as Australian College of Hypnotherapy**

**(ACH) and Infinity Institute Australia** is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure for all students.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

### **Responsibility**

Chief Executive Officer is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

### **Formal Grievance Procedure**

General principles applying to all stages of this grievance procedure which will be adhered to by are: **The Holistic Healing Company Pty Ltd/ Trading as Australian College of Hypnotherapy and Infinity Institute Australia**

- The ACH complaint form must be completed
- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential on the computer system and copy is stored offline. The complainant shall have appropriate access to these records.
- A Complainant shall have access to this grievance procedure without charge.

#### **Stage One**

Formal grievances should be submitted in writing to the Secretary at 136 Moore Street Leichhardt

NSW 2040, with a copy sent to the responsible trainer who taught the course. **The Holistic Healing Company Pty Ltd Trading as Australian College of Hypnotherapy and Infinity**

**Institute Australia** will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 28 working days. The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

#### **Stage Two**

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with THE CEO of **The Holistic Healing Company Pty Ltd /Trading as Australian College of Hypnotherapy and Infinity Institute Australia** whereby the Complainant's appeal will be sent to an independent and impartial person who will be one of the following:

**Lyndal Briggs (President of the Australian Society of Clinical Hypnotherapy).**  
**Chip McFarlane Director of Adept Communications,**  
**Jackie Green (CEO GR Group)**

**The Holistic Healing Company Pty Ltd/ Trading as Australian College of Hypnotherapy and Infinity Institute Australia (the Reviewer)**

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and once in receipt of their recommendation will make a determination of the appeal. The Complainant will then be advised in writing of the outcome of their appeal, including the reasons for the decision, within 28 Days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

**Stage Three**

If the Learner or Complainant is not satisfied with the outcome of Stage Two they must advise in writing that they are not satisfied with outcome of Stage Two and that they are escalating the matter to:

- ASQA - Australian Skills Quality Authority, <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>