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Grievances, Complaints and Appeals Policy

Overview

At Builders Academy Australia (BAA), we are committed to giving you access to an effective, efficient, timely, fair, and confidential process for handling all grievances, complaints, and appeals—whether they relate to academic or non-academic matters.

We see your feedback as an opportunity to improve. If you ever have a concern or complaint, we'll treat it seriously and use it to refine the way we deliver our services.

Your privacy, as well as the principles of procedural fairness and natural justice, are respected at every stage of the process. Our complaints and appeals processes are designed to avoid unnecessary barriers, such as requiring overly complex forms or extensive written submissions.

This policy is published on our website at: <https://buildersacademy.edu.au/baa-academy-links-and-documents/>.

Who is This Policy For?

This policy is available to anyone who has a legitimate interest in raising a concern, complaint, or appeal related to BAA. This includes, but not limited to:

- Current students enrolled in any BAA program, whether face-to-face, online, workplace-based, or self-paced;
- Former students who wish to raise issues relating to their previous study experience;
- Prospective students who have interacted with BAA during the enquiry or enrolment process;
- Staff members, including trainers, assessors, and administrative personnel;
- Third parties, such as employers, host workplaces, guardians, or others involved in supporting the student experience;
- Members of the public who believe they have been affected by BAA's operations or conduct and have a valid concern.

We welcome feedback from all individuals and groups we interact with. If you are unsure whether your concern is covered by this policy, please contact our Student Support or Compliance team for guidance.

Please note BAA does not engage any Third-Party services to deliver training or assessments on its behalf.

What Can I Raise a Concern About

Anyone covered by this policy — including students, staff, employers, partners, or members of the public — can raise a concern, complaint, or appeal in relation but not limited to:

- Course content, unit delivery;
- Trainer, assessor, or staff behaviour and professionalism;
- Conduct or behaviour of other students or stakeholders;
- Handling of personal information and compliance with privacy obligations;
- Quality, availability, or responsiveness of BAA's services or systems;
- Decisions relating to enrolment, course progression, academic results, or eligibility;
- Any matter that may impact safety, equity, fairness, or access to learning or services.

You can also give us feedback or suggestions without needing a formal outcome.

What Is a Grievance?

A **grievance** is when you have a concern or issue but may not be ready to make a formal complaint. You might want to talk to someone about a problem you're experiencing and see if it can be resolved informally.

Grievances can relate to any part of your interaction with BAA—including course delivery, services received, decisions made, the behaviour of staff or students, or other aspects of our operations. Raising a grievance gives us the opportunity to understand your concern and try to resolve it early and respectfully.

We encourage all individuals—students, staff, employers, and members of the public—to raise grievances as soon as possible with the relevant BAA contact (e.g. trainer, team leader, student support, HR representative). Many issues can be resolved quickly through informal discussion.

What Is a Complaint?

A **complaint** is a more formal way to let us know that you are dissatisfied with something and want it investigated and resolved. A complaint may arise if an informal grievance wasn't resolved, or if the matter is serious enough to warrant immediate formal attention.

Complaints may relate to behaviour, services, decisions, or actions that you believe were unfair, inappropriate, or inconsistent with BAA's values or policies. All complaints are taken seriously and are handled fairly, respectfully, and in a timely manner.

What Is an Appeal?

An **appeal** is a formal request to review a decision that has already been made. Appeals are submitted when you believe a decision was wrong, unfair, or made without consideration of important information.

Appeals typically relate to assessment outcomes, course progression, misconduct findings, or administrative or disciplinary decisions. BAA follows a clear and fair process to review appeals and ensure that decisions are reconsidered objectively.

Help Lodging a Grievance, Complaint or Appeal

If you find it difficult to write a grievance, complaint or appeal, or prefer to talk to someone first, you can contact our **Senior Training Co-ordinator – Individual Learning Needs and Welfare**. They can

speak with you by phone and help you record and submit grievance, complaint or appeal on your behalf. This is especially helpful for students with additional learning, language, or accessibility needs. You do not need to submit anything in writing before calling.

This support is available at no cost and is part of our commitment to fair and accessible processes for all students.

Principles of Procedural Fairness and Natural Justice

BAA supports the principles of procedural fairness and natural justice. These principles guide the way decisions are made and ensure a fair and respectful process for everyone involved. Key principles include:

- The right to be heard
- The right to a fair and unbiased decision
- Transparency of the process
- Timely decision-making
- Consistency in how decisions are made
- The right to be informed of decisions and the reasons behind them
- All parties are expected to act in good faith and participate honestly in the process

Grievances, Complaints and Appeals – Fairness and Procedure

We are committed to making sure any grievance, complaint, or appeal you raise is handled fairly, respectfully, without bias, and in line with your right to privacy. Throughout the process:

- You may choose to raise a complaint anonymously.
- You will have the opportunity to present your case at every stage.
- You may be accompanied or supported by a third party (such as a family member, friend, or counsellor) at your own cost.
- You will not be discriminated against or victimised for raising a complaint or appeal, or for asking for a decision to be reviewed.
- Everyone involved is expected to participate in good faith and seek reasonable outcomes.
- Decisions will be based on the facts and evidence you provide.
- All discussions and decisions will be documented. A written explanation of the outcome will be provided to you upon request.
- There is no cost to you for using this process.
- You will not be disadvantaged simply for making a complaint or lodging an appeal.

Grievance Process – Informal

If you are experiencing an issue or concern, we encourage you to first raise it directly with the relevant person or area—such as a trainer, assessor, staff member, or team leader—as early as possible. Many concerns can be resolved quickly through respectful, informal discussion.

If this is not appropriate or does not lead to a satisfactory outcome, you can escalate the matter by emailing Student Support at enquiries@buildersacademy.com.au with a clear explanation of your concern. Support is available if you need assistance with literacy, language, or other access needs, or

verbally want to discuss your grievance over the phone with our **Senior Training Co-ordinator – Individual Learning Needs and Welfare**.

BAA will review and respond to your grievance within 10 business days of receiving your email. Our response will include advice on how to access the Formal Complaint or Appeal procedure if you are not satisfied with the outcome.

There is no cost to access the informal grievance process.

Formal Complaint Process

If you wish to lodge a formal complaint, it must be submitted in writing and can be sent by post or email to the:

General Manager – Quality, Education and Compliance
Builders Academy Australia
Level 4, 222 Bourke Street
Melbourne VIC 3000
Email: enquiries@buildersacademy.com.au

Support is available if you need assistance with literacy, language, or other access needs, or verbally want to discuss your Complaint over the phone with our **Senior Training Co-ordinator – Individual Learning Needs and Welfare**, and they can assist you in writing your complaint.

Once we receive your complaint, you will be sent an acknowledgement in writing with a complaint reference number via email from a BAA Student Support staff member. We will begin assessing your complaint within **5 business days** of receiving it.

In some cases, the BAA representative managing your complaint may need additional information to fully understand or investigate your concerns. We may contact you by phone or email to request further details. If you do not respond after **two contact attempts**, we may elect to close the complaint. If this happens, you will be notified in writing.

Your complaint will be reviewed by the General Manager – Quality, Education and Compliance, or an appropriately delegated senior staff member. This individual will be independent of the original decision and not involved in enrolment or training matters.

We aim to resolve complaints within **10 business days**. If your complaint cannot be resolved within **15 business days**, we will notify you and keep you informed of the progress.

Once a decision has been made, we will provide you with a written response outlining the outcome and the reasons for the decision. If you are not satisfied with the outcome, we will inform you of your right to access the **Appeal Procedure** and explain how to do so.

You are welcome to be accompanied or assisted by another person throughout the complaint process, at your own cost. Students can request assistance from a BAA staff member or advocate in preparing and lodging the complaint, especially for those with additional needs.

There is **no charge** to access the Formal Complaint process. If you remain dissatisfied with the outcome, you may lodge an **appeal** for further review.

BAA is committed to resolving complaints and appeals in a fair, objective, and timely manner. All formal complaints and appeals will be acknowledged in writing and assessed without bias. Where a

matter cannot be resolved immediately, the complainant will be informed of the delay and kept updated throughout the process.

In accordance with the ASQA Standards for RTOs 2025, BAA will ensure that all complaints and appeals are finalised within 60 calendar days of being received. If this timeframe cannot be met, the student will be provided with written notice explaining the delay and ongoing progress updates until resolution is achieved.

Appeals Process

If you are dissatisfied with the outcome of a formal complaint and believe the decision was unfair or incorrect, you may lodge an appeal. Appeals must be submitted in writing and can be sent by post or email to the:

General Manager – Quality, Education and Compliance
Builders Academy Australia
Level 4, 222 Bourke Street
Melbourne VIC 3000
Email: enquiries@buildersacademy.com.au

There is no charge to access the Appeals process.

Support is available if you need assistance with literacy, language, or other access needs, or verbally want to discuss your Appeal over the phone with our **Senior Training Co-ordinator – Individual Learning Needs and Welfare**, and they can assist you in writing your complaint.

You are welcome to be accompanied or assisted by another person throughout the appeals process, at your own cost. Students can request assistance from a BAA staff member or advocate in preparing and lodging the appeal, especially for those with additional needs.

When lodging your appeal, you will need to clearly explain:

- The grounds on which you are appealing; and
- Why you believe the original decision was unfair or incorrect.

These could include, but are not limited to assessment outcomes, enrolment decisions and disciplinary actions.

Your appeal must be submitted within 20 working days from the date you received the original decision.

Once we receive your appeal, you will be sent an acknowledgement in writing with an appeal reference number via email from a BAA Student Support staff member.

Your appeal will be reviewed by the General Manager – Quality, Education and Compliance, or an appropriately delegated senior staff member. This individual will be independent of the original decision and not involved in enrolment or training matters.

We will begin assessing your appeal within **5 business days of receiving** it and aim to resolve it within 10 business days. If more time is required and your appeal cannot be resolved within 15 business days, we will contact you to explain the delay and provide regular updates on progress.

Once a decision has been made, you will receive a written response outlining the outcome of your appeal and the reasons for the decision.

If you are not satisfied with the appeal outcome, you will be informed of your right to access the External Dispute Resolution process (Stage Three of this procedure). You are also welcome to be accompanied or supported by another person during the appeal process, at your own cost.

BAA is committed to resolving complaints and appeals in a fair, objective, and timely manner. All formal complaints and appeals will be acknowledged in writing and assessed without bias. Where a matter cannot be resolved immediately, the complainant will be informed of the delay and kept updated throughout the process.

In accordance with the ASQA Standards for RTOs 2025, BAA will ensure that all complaints and appeals are finalised within 60 calendar days of being received. If this timeframe cannot be met, the student will be provided with written notice explaining the delay and ongoing progress updates until resolution is achieved.

External Dispute Resolution for Students

This section applies to current and former students of BAA who have completed the internal complaint and appeal process but remain dissatisfied with the outcome.

If you're not satisfied with the outcome of your appeal, you can request that the matter be referred to an independent dispute resolution body. BAA will arrange this for you.

We will engage an **external independent mediator** through the *Resolution Institute*—a professional association of dispute resolution specialists. You are welcome to have a support person accompany or assist you during this process, at your own cost.

Here are the contact details for the Resolution Institute:

- **Phone:** 02 9251 3366 or 1800 651 650
- **Email:** infoaus@resolution.institute
- **Address:** Suite 602, Level 6, Tower B, Zenith Centre
821–843 Pacific Highway, Chatswood NSW 2067
- **Website:** <https://www.resolution.institute/>

There is **no cost to you** for participating in this mediation. BAA will cover all costs of the mediation service. If there are any additional costs arrangements for other independent review avenues, such as ombudsman or consumer agencies, students will be informed of any possible costs in advance by BAA.

You must be available to participate in the mediation within **30 days** of referral. Once the mediation process is complete, BAA will carefully consider any recommendations made and provide you with a **written outcome within 10 working days**, including our final decision and the reasons behind it.

External Complaints – Domestic Students

If you have followed all stages of BAA's Grievance, Complaints and Appeals Process and are still unsatisfied with the outcome, you also have the right to contact our regulator, the **Australian Skills Quality Authority (ASQA)**.

- Visit www.asqa.gov.au/complaints for full details.

ASQA accepts complaints and feedback from anyone in the community, including students. Please note that:

- **ASQA does not review or overturn assessment outcomes**, and
- **ASQA does not mediate individual disputes** between students and training providers.

If you decide to take your matter further through other legal or regulatory channels, you will be responsible for any associated costs, unless a court of law directs BAA to pay them.

If BAA does not agree with the outcome of the external review or mediation, we will notify you in writing, clearly explaining our position and how we reached that decision.

External Complaints – International Students

If you are an international student and you are not satisfied with the outcome or conduct of the internal Complaints and Appeals process at Builders Academy Australia (BAA), you have the right to access an external appeals process through the Overseas Students Ombudsman.

You can lodge a complaint with the Ombudsman if you are an international student on a student visa or a prospective international student.

The **Overseas Students Ombudsman** investigates complaints about problems that international students may have with private education and training providers in Australia, including BAA. If you are unhappy with the outcome of BAA's internal Complaints and Appeals process, you may lodge a complaint directly with the Ombudsman.

The Ombudsman:

- Provides a free service;
- Is independent and impartial (it doesn't represent either International Students or Providers);
- Can make recommendations that arise out of investigations; and
- Is a function of the Commonwealth Ombudsman.

The Overseas Student Ombudsman deals with complaints about:

- Refusing admission to a course;
- Fees and refunds;
- Course or provider transfers;
- Course progress or attendance;
- Cancellation of enrolment;
- Accommodation or work arranged by a private provider;
- Incorrect advice given by an Education Agent.

Contact Details:

Phone: 1300 362 072

Email: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

Website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Request for External Review by the Overseas Students Ombudsman

Once you have made a request for external review, the following steps will be followed:

- Update the Complaints and Appeals Register.
- General Manager – Quality, Education and Compliance is to contact the Overseas Student Ombudsman and liaise as required.
- Attend external review meeting(s) as required.
- Document the process throughout keeping the student's complaint and appeal files updated.
- Once resolved, provide the student and any other relevant person with a copy of the Overseas Student Ombudsman determination.
- Update file as required i.e., Complaints and Appeals Register, Student file and, if relevant, Staff file(s).
- The complaint/appeal files must be stored and retained for five (5) years.

If you are not satisfied with the outcome of your appeal and request an external review through the **Overseas Students Ombudsman**, the following steps will be taken by BAA:

1. **We will acknowledge your referral** and prepare the necessary documentation to support the external review process.
2. **The General Manager – Quality, Education and Compliance will act as the main contact** for the Ombudsman throughout the review process.
3. **We will liaise directly with the Ombudsman** to ensure they receive all required information to assess your case.
4. **We will participate in any mediation or meetings** arranged by the Ombudsman. You must also be available to attend these meetings within **30 days** of referral.
5. **We will document the entire process** and monitor the progress of the review to ensure transparency and accountability.
6. Once the review is complete, **we will consider any recommendations** made by the Ombudsman within **10 working days**.
7. **You and any other relevant parties will receive a copy of the Ombudsman's determination** in writing.
8. **We will provide you with a written outcome**, including our final decision and a summary of the reasons behind it.
9. If we do not agree with the Ombudsman's recommendation, **we will notify you in writing**, explaining our decision and how it was reached.

There is **no cost to you** for mediation or review through the Overseas Students Ombudsman.

If you choose to pursue the matter further beyond this process (for example, through a court or tribunal), any associated costs will be your responsibility unless a court of law directs BAA to pay.

Reporting to the Department of Education and Training (DET) and Department of Home Affairs (DHA)

As an international student on a student visa, your enrolment must be reported to the **Department of Education and Training (DET)** and the **Department of Home Affairs (DHA)** through a government

system called **PRISMS** if there are major changes to your enrolment. This can include situations where your course is cancelled, suspended, or deferred—or where BAA is required to report unsatisfactory course progress.

These changes can affect your visa, so it's important to understand your rights and the steps BAA is required to follow before any report is made.

Your Right to Appeal

Before BAA cancels or reports your enrolment, **you will be notified in writing** and given the chance to appeal our decision via our Appeals process.

You have the right to access BAA's appeals process, whether you are still in Australia or have returned to your home country. If you do choose to appeal, **you must be allowed to complete that process** before we take action—unless there are serious concerns about safety or welfare (see below).

If your enrolment is being cancelled for disciplinary reasons and your appeal is still in progress, the PRISMS system will ask us if **extenuating circumstances** apply. If we answer "Yes," we must provide a reason. Even in those cases, **you still have the right to appeal**, and we are obligated to allow that process to continue.

If You Appeal BAA's Decision to Report You for Unsatisfactory Course Progress

Under the **National Code 2018**, if you lodge an **external appeal** against BAA's decision to report you for unsatisfactory course progress, **BAA must maintain your enrolment** during the appeal process.

This means we will not report your progress through PRISMS to the **Department of Education and Training (DET)** or the **Department of Home Affairs (DHA)** until:

- The external appeal process is complete, and
- The outcome supports BAA's original decision to report you.

This is because being reported for unsatisfactory course progress can have serious consequences for your **student visa**. Although DHA no longer automatically cancels visas, they may still choose to do so based on the report.

If You Appeal BAA's Decision to Suspend or Cancel Your Enrolment for Misbehaviour

If your appeal is against BAA's decision to:

- **Defer or suspend your enrolment due to misbehaviour**, or
- **Cancel your enrolment** for other reasons,

Then BAA is only required to wait for the outcome of the **internal appeal process** before notifying DET and DHA through PRISMS.

Once your enrolment is formally deferred, suspended or cancelled through PRISMS, **you will have 28 days** to do one of the following:

- Leave Australia;
- Provide DHA with a new Confirmation of Enrolment (CoE); or

- Show evidence that you have accessed an external appeals process.

In Cases Involving Student or Public Safety (Extenuating Circumstances)

If BAA has serious concerns about your welfare or the safety of others, your enrolment **may be cancelled immediately**, even before the appeal process is complete. This decision is only made when there are **extenuating circumstances**, such as when your behaviour poses a risk to yourself or others.

In these situations:

- The **Chief Executive Officer (CEO)** will make the final decision.
- You will receive formal written notification.
- BAA will report the cancellation to DET and DHA through PRISMS.

Even if your enrolment is cancelled for these reasons, you still have the right to **lodge an appeal**, whether you're in Australia or have returned to your home country.

Once BAA notifies DET and DHA of your cancellation through PRISMS, you will again have **28 days** to:

- Find another education provider and obtain a new CoE; or
- Leave Australia and return to your home country.

If you do not take either action within 28 days, your **visa may be cancelled**. However, keep in mind that visa cancellation is **not automatic**. DHA may contact you to ask for further information before making a decision.

Additional Complaint External Assistance Agencies

Consumer Protection Agencies

The consumer protection agency in each State or Territory:

- Can provide information about seeking a refund or cancellation of course fees;
- Can provide information about rights and obligations;
- May be able to help a student negotiate with their training provider.

Australian Capital Territory (ACT)	ACT Fair Trading Phone: (02) 6207 3000
New South Wales (NSW)	NSW Fair Trading Phone: 13 32 20
Northern Territory (NT)	Northern Territory Consumer Affairs Phone: 1800 019 319
Queensland (QLD)	Fair Trading Phone: 13 74 68
South Australia (SA)	Consumer and Business Services Phone: 13 18 82
Tasmania (TAS)	Consumer Affairs and Fair Trading Phone: 1300 65 44 99

Victoria (VIC)	Consumer Affairs Victoria Phone: 1300 55 81 81
Western Australia (WA)	Consumer Protection Phone: 1300 304 054

State or Territory Ombudsman

A State or Territory Ombudsman may be able to help if:

- A complaint is about fees and refunds.

State or Territory	Ombudsman Website Address
Australian Capital Territory (ACT)	www.ombudsman.act.gov.au
New South Wales (NSW)	www.ombo.nsw.gov.au
Northern Territory (NT)	www.omb-hcsc.nt.gov.au
Queensland (QLD)	www.ombudsman.qld.gov.au
South Australia (SA)	www.trainingadvocate.sa.gov.au
Tasmania (TAS)	www.ombudsman.tas.gov.au
Victoria (VIC)	www.ombudsman.vic.gov.au
Western Australia (WA)	www.ombudsman.wa.gov.au

Confidentiality

All grievances, complaints and appeals are handled confidentially. Unless required by law, your information will only be shared with those who need to be involved in resolving the issue.

Your information will only be used to resolve the grievance, complaint or appeal. We may also use combined, anonymous data from complaints to help us monitor trends and improve the way we do things.

If you wish, you can submit a complaint anonymously in writing. Please note that if you choose not to identify yourself, it may be harder for us to investigate the matter fully.

If your complaint is sensitive or personal, you can ask to speak directly with a member of the Compliance Team, Senior Training Co-ordinator – Individual Learning Needs and Welfare, your Student Success Coach or the Training Coordinator or Head of Training.

BAA may use anonymised and de-identified data from complaints to help monitor trends and improve our services.

Records

BAA keeps secure and accurate records of all complaints, appeals, and related actions. These records include relevant documents, decisions, and outcomes.

- Records are stored securely and only accessible to authorised staff
- You may request a copy of your complaint or appeal record at any time by contacting Student Support

These records help us uphold transparency and make meaningful improvements to how we support students.

Continuous Improvement Actions

At BAA, we take all complaints seriously. When a complaint is upheld, we investigate the cause and take action to prevent similar issues from occurring in the future.

We use grievances, complaints, appeals and feedback to identify areas for improvement across our programs, systems, and services as per our Continuous Improvement Policy and Procedures. Once action has been taken, we monitor and review the outcome to make sure it was effective. This process helps us improve the learning and support experience for all students.

Baa has established a dedicated **Grievances, Complaints and Appeals Committee** (including the Compliance Department, Head of Training and the Senior Training Co-ordinator – Individual Learning Needs and Welfare) that meets monthly to review and discuss individual cases, staff training needs, and broader systemic issues arising from grievances, complaints and appeals.

The committee ensures all matters are handled in accordance with procedural fairness and compliance obligations and provides oversight of the timeliness and effectiveness of resolutions. Trends and recurring themes identified through complaints and appeals are analysed to identify root causes, and actions are implemented to prevent recurrence. Outcomes and insights from these meetings are used to inform staff development, enhance student support, and drive continuous improvement across the organisation.

Staff Training and Procedural Fairness

To ensure the integrity and fairness of the complaints and appeals process, BAA is committed to the ongoing professional development of all staff involved in managing or supporting complaint and appeal matters.

In line with ASQA's expectations under the 2025 Standards, relevant staff will receive regular training on complaints and appeals procedures, including principles of procedural fairness, impartiality, conflict of interest management, and effective communication. This training ensures that staff are equipped to respond to concerns respectfully, objectively, and in a manner that upholds students' rights and supports continuous improvement in service delivery.

Monitoring and Review

This policy is maintained under version control to ensure it remains accurate, relevant, and compliant with all applicable requirements.

It will be formally reviewed on an annual basis by the Compliance Team, in consultation with relevant stakeholders, including Student Support, Training Operations, and Senior Management.

Reviews will ensure that the policy continues to meet the requirements of the Standards for RTOs 2025, Government contracts (e.g. Skills First), and other regulatory or quality frameworks.

In addition to scheduled reviews, this document may be updated earlier in response to:

- Changes in legislation, regulatory standards, or contractual obligations;
- Internal audits or findings from complaints, appeals, or investigations;
- Feedback from students, staff, or third parties that identifies a need for improvement;
- Organisational restructuring or operational changes that affect policy content.

Where relevant, students and stakeholders will be notified of significant changes via internal communications, staff briefings, or updates to the Student Handbook or website.

Keep In Touch

We're here to help. Whether you want to chat, share a concern, or suggest a change, you can contact us.

Let's work together to make sure your training journey is respectful, inclusive, and empowering for everyone.

Accessibility of Information

BAA is committed to providing support information in accessible formats for students (e.g., plain English, large print, accessible PDFs, translated materials, and formats for assistive technology users).

If required, please speak with your Student Success Coach or Student Services team so we can offer the right support in getting information in an accessible format for you.

We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

Frequently Asked Questions

My complaint is about my trainer – will they be aware that I’ve complained?

In most situations, if the matter concerns your trainer, it is best that we discuss the matter with them as part of our investigation. We will handle such situations with sensitivity. If you do not want your trainer to be aware of your complaint, please let us know. However, this may limit our ability to fully investigate your concerns. If you wish to remain anonymous you can, but we may not be able to fully resolve your concerns.

I don’t want anyone to get in trouble.

BAA views all complaints and grievances as an opportunity for continuous improvement. We recognise that our staff at times may make errors and it is important for us to be aware of these issues so that we can provide coaching and / or training if required. In other cases, it may not be a human error, but a systematic issue that we could implement a new process for.

I just want to give you feedback, I don’t want any response.

We always welcome feedback and try to incorporate it where we can. If you don’t want us to respond, just let us know when lodging the feedback.

I’m not angry, but I just want to let you know that I have an issue.

We welcome all feedback and certainly welcome the opportunity to address your issue. You don’t need to be angry to have an issue.

Who can view the details of my grievance or complaint?

We lodge the details of your grievance or complaint into our internal complaints or grievances database. This database has restricted access to maintain confidentiality, particularly when a complaint is of a sensitive nature.