

Aim

To provide appropriate mechanisms and services for the provision of constructive and timely avenues for the resolution of complaints.

Scope

This policy applies to all students enrolling/enrolled in a training program with Brite Institute.

Objectives

Brite Institute is committed to providing students, team members and employees with the best possible training environment. Brite Institute understands that on occasion, there may be instances of dissatisfaction which should be addressed and resolved promptly. To achieve this, Brite Institute will:

- Provide students with the opportunity to raise a complaint informally by directly approaching a staff member, or formally through a discreet online complaints process
- Ensure that complaints and appeals are handled in a timely, confidential, and sensitive manner within the following timeframes:
 - Up to five (5) business days for an informal complaint, and
 - Up to fourteen (14) business days for a formal complaint
- Ensure all complaints and appeals are approached in a transparent, objective, and unbiased manner.
- Seek to resolve complaints informally where possible and negotiate a mutually agreeable outcome
- Investigate all formal complaints to the level warranted by the severity of the complaints with a focus of finding a solution that represents an amicable settlement for all parties
- Develop, implement, and monitor systems and processes that support reporting and provide constructive and timely avenues of redress and resolution of all complaints and appeals
- Ensure the timeframes for investigating and resolving complaints are transparent and monitored
- Review all complaints and appeals to detect and address any trends, patterns, and emerging issues
- Ensure that an effective appeal mechanism is available including the opportunity to raise a complaint or appeal with the appropriate independent external body or agency.
- Ensure relevant business systems and processes are reviewed following the resolution of a complaint or appeal; and necessary actions are undertaken to improve processes
- Ensure information relating to the complaints and appeals handling process is accessible and available to students through a range of avenues.
- Regard all complaints and appeals as opportunities for the further improvement of Brite Institute's product and service offering.

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Page 1 of 1	Document Title: Institute Complaints Policy	