

Complaints And Appeals Policy

At KCA Education (KCA), we are committed to providing a pleasant and safe work environment for all employees, students and visitors. We acknowledge, however, that things do not always go smoothly and that employees and students can sometimes feel aggrieved about things that are happening. An employee may have a complaint and/or Appeal about a decision, behaviour, act or omission (whether by management, staff, contractors or third parties) that they feel is unfair, discriminatory or unjustified; and a student may have a complaint and/or appeal about information or service with which they have been provided.

The Complaints and Appeals Procedure provides a process by which an employee or student may have their complaint and/or appeal addressed.

The following are the key elements of the KCA Complaints and Appeals handling procedure:

- *Documentation* – All complaints and appeals are recorded with the date of submission, the actions taken, and the outcome. Records are stored securely to maintain confidentiality. Relevant data is periodically reviewed to identify patterns and support ongoing service improvement.
- *Presentation and Support* – Individuals lodging a complaint or appeal may present their case at no cost and are permitted to have a support person attend any related meetings.
- *Availability* – This complaints and appeals policy and the associated procedure and forms will be publicly available on the website. Information regarding this is covered in Orientation and in the Student Handbook.
- *Impartiality* – If a complaint and/or appeals made, it will be investigated in a fair and impartial manner. No judgments or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against an employee, their rights will be protected, and they will be given an opportunity to give their side of the story.
- *Confidentiality* – The complainant and/or appeal may feel secure that KCA will maintain a level of confidentiality that the complainant requires.
- *Victimisation* – Management will make every endeavor to ensure that a complainant is not victimised in any way. If any form of victimisation does occur, appropriate action will be taken.

- *Timeliness* – Each complaint and/or appeal will be dealt with immediately and finalised within as short a time period as possible. Complaints and appeals are acknowledged by a confirmation email that the complaint or appeal has been received within 24 hours of the complaint being received, except if it is received on a Friday, Saturday or Sunday. Every endeavor will be made to ensure that all complaints are finalised within twenty (20) working days. Where, due to circumstances out of KCA’s control, the process exceeds sixty (60) days, all people involved in the investigation will be notified, including a revised outcome date.