



COMPLAINTS POLICY

1 - Introduction

The Australian Institute of Classical Dance (AICD) is dedicated to providing excellent service to its members; including teachers, candidates for examination/assessment, competitors at events, those attending workshops or classes and those purchasing products from the AICD store. The Institute aims to maintain a healthy customer relationship, at all levels, from the National Committee of Management down.

Our Complaints Policy ensures that all complaints are handled efficiently and as effectively as possible. The following outlines our policy and the procedures for handling complaints. The AICD National Committee of Management is responsible for handling all areas of complaint and will only act on a written complaint. The AICD will not investigate a complaint on hearsay.

2 - Our Responsibilities

- 2.1 To provide an efficient, fair and structured mechanism for handling complaints.
- 2.2 To provide our customers with access to the complaints handling process.
- 2.3 To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- 2.4 To periodically review our complaints process, so that we can improve our standard of customer service.

3 - Types of Complaint Covered

- 3.1 The standard of service we provide.
- 3.2 The standard of products we provide.
- 3.3 The behaviour of our people delivering a service.

4 - Types of Complaint Not Covered

- 4.1 Our Members; including teachers. (*refer: Disciplinary Rules and Procedures*)
- 4.2 The service of outside organisations used in the delivery of our events.
- 4.3 Complaints which we have already dealt with via this policy.
- 4.4 Anonymous complaints. *We will consider if action is needed but, we are unable to reply to these sorts of complaint.*
- 4.5 Complaints by Third Parties, unless they are acting as an advocate for you AND have your consent.
- 4.6 Complaints which are inappropriate (*we will not accept vexatious, malicious, abusive, frivolous or other inappropriate complaints*).

5 - Confidentiality and Data Protection

By using our Complaints procedure, you acknowledge that we have a legitimate interest in using your personal data for the purpose of dealing with your complaint.

6 - Procedure

6.1 Complaint Received and Recorded

- 6.1.1 Upon receiving a written complaint, we will acknowledge your matter either by telephone or in writing within 5 business days.
- 6.1.2 Once received, all complaints will be recorded and forwarded to the most appropriate person/team to handle each particular complaint.
- 6.1.3 An outcome or further update letter will then be sent within a further 10 working days.

6.2 Investigating Complaints

- 6.2.1 If required, the complaint will be investigated and we will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- 6.2.2 Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 30 calendar days.
- 6.2.3 Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

6.3 Closing a Complaint

- 6.3.1 We will advise you of the outcome of your complaint in writing.
- 6.3.2 Once an outcome has been reached, and the decision communicated to the complainant, the complaint will be closed. However, if the complainant advises the AICD that they are not satisfied with the handling of the complaint or the complaint outcome, the complaint will be reopened. It will then be further investigated by an appropriate person or persons not directly involved in the original investigation.
- 6.3.3 In the event of a re-investigation, we will follow the same steps as investigating complaints – 6.2.1, 6.2.2 and 6.2.3 through to final closure.

Recordkeeping

The AICD will retain all details of a complaint for 24 months from the date of resolution, recording:

1. The date the complaint was made.
2. A brief description of the complaint.
3. Response details for the complainant.
4. Actions taken to resolve the complaint.
5. Who dealt with the complaint.
6. The date that the complainant was advised of the outcome.