

Active Ageing Australia Student Complaint Procedure

Making a complaint

Active Ageing Australia will make every reasonable effort to resolve quickly and fairly a complaint made by a student.

If a complaint is regarding the assessment of competency during the exercise demonstration, a student should first raise the complaint or grievance with the Easy Moves Assessor at a suitable time during the assessment session.

If the complaint does not relate to exercise demonstration, or can't be resolved on the spot during the session, the complaint should be directed to admin@activeageing.org.au in writing using the student complaint form. Active Ageing Australia will respond within three business days confirming that the complaint has been received.

What happens next?

Active Ageing Australia will analyse the complaint to determine if enough information has been supplied to make an informed decision, this may include contacting involved parties for more information.

We will then assess the complaint using the available information and make an informed impartial decision on a resolution. This may include negotiation with the complainant during this time.

Active Ageing Australia will notify the complainant and all other parties involved of the resolution including any other actions that may need to be taken.

We will keep a record the complaint and the outcome on a Complaint Register, the register will be used for continuous improvement of the course. A copy of the completed student complaint form will be made available to all parties involved if they wish to keep a copy for their own records.