

Complaints and Appeals Process

Dillon Whitelaw has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure includes a requirement that an independent mediator will be appointed if the student is dissatisfied with the process undertaken by Dillon Whitelaw. If you have a complaint or appeal you should take the following steps:

- Informal Complaint Process
 - Contact your trainer and discuss the matter with them. If this does not resolve the problem.
 - Contact Dillon Whitelaw and talk to the manager. If this does not resolve the problem
 - Contact Dillon Whitelaw to obtain a copy of the complaints and appeals procedure and the complaints form

- Formal Complaint Procedure
 - Complete the complaints form and lodge it with Dillon Whitelaw
 - Within five working days the student will be contacted by the course manager or CEO.
 - The student will be given the opportunity to state their case and a resolution will be for the complaint will be developed with the student.
 - A written resolution will be given to the student to sign off and the implantation of the resolution will be monitored.

- Appeals Process
 - If a student is still unhappy with the outcome of the complaint procedure they can appeal, by filling out the student appeal form.
 - The purpose of the appeals process is to consider whether Dillon Whitelaw has followed its student complaint procedure, not to make a decision in place of Dillon Whitelaw. For example, if a student complains against their subject results and goes through Dillon Whitelaw complaints process, the appeals process (if accessed) would look at the way in which the complaint was conducted. It would not make a determination as to what the subject result should be.
 - For appeals, the independent mediator will be the Institute of Arbitrators and Mediators Australia (IAMA) phone (03) 9602 1711. Dillon Whitelaw will share equally the costs of mediation with the appellant.
 - The appeals procedure will be determined by the IAMA