



Complaints and Feedback Policy

Complaints about our service

The American Institute of Foreign Study (Australia) Pty Ltd ("AIFS") provides cultural experiences for people from around the globe.

We take concerns about our service seriously and are committed to seeking to resolve them. Complaints and feedback about our service are also important as they assist us continually review and improve our service.

Scope of our Complaints and Feedback Policy

We apply the definition of a complaint from the Australian/New Zealand Standard AS/NZS 10002:2014 *Guidelines for complaint management in organisations* as follows:

Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Our Complaints and Feedback Policy also takes into account our philosophy is that we:

- treat people respectfully;
- listen and communicate constructively;
- fairly and objectively consider any concerns raised;
- are clear and open in our responses;
- deal with complaints in a timely manner; and
- provide clear outcomes and reasons.

From complaints and feedback about our service we learn and improve how we provide our service.

How complaints are handled

Our complaint procedure includes:

- A review and response to a complaint. Depending on the nature of the complaint, this may be provided by one of the AIFS staff or managers where appropriate.
- Internal escalation of a complaint for further review, if the person complaining remains dissatisfied.

Lodging complaints & feedback

There are lots of ways that you can make a complaint, or provide us with feedback, about our service:

- By email: info@aifs.com.au
- By phone: 1300 889 067
- In writing to: AIFS, PO BOX 1319, Darlinghurst NSW 1300

If you would like to complain or provide feedback by phone, please contact the AIFS staff member who you are dealing with most recently. They will often be able to deal directly with your concerns and resolve them straight away.

If you don't feel comfortable raising your concerns with that staff member, please contact AIFS' Managing Director.

Acknowledging Complaints

While many concerns or complaints about our service are able to be resolved immediately or soon after being raised with us, if we can't do this, we'll acknowledge receipt of the complaint within seven days of receiving it.

Investigating Complaints

We will fully consider all complaints and investigate where we need to. We want to ensure that we fully consider any issue raised before responding.

We might need to ask you for more information before we respond fully. You might also want to give us some extra information before we've finished our review. Any further information you provide before we have completed our review and responded will be considered and taken into account.

Responding to Complaints

We respond to complaints as soon as we can. If we can't resolve your complaint immediately, we aim to respond within 28 days after we first receive it.

If we haven't been able to provide you a response after 28 days, we will write to you and provide an update, setting out the reasons for delay and a revised date for our full response which addresses all the concerns raised.

Complaint resolutions

There are several possible outcomes and resolutions to a complaint about our service, including (but not limited to):

- An explanation about our process and information about how we provide our service;
- Rectification of an issue you have raised;
- Providing an apology if we haven't met our service standards;
- A change in the way we are providing our service to you;
- Ongoing monitoring of issues; and/or
- Staff training

When we respond to a complaint, we will ensure that the response is provided to the person who has lodged the complaint. Our responses may be in the form of a letter, email, or where appropriate by telephone.

Complaint handling

When we receive a complaint, it is normally considered and responded to by the divisional manager.

Where a person lodging a complaint does not feel comfortable in approaching their manager they have been dealing with, or if it is not appropriate for the AIFS staff member to consider the complaint, it will be referred to the managing director for review. Usually this will be the staff member's manager.

Complaint escalations and reviews

If you don't feel your complaint has been addressed or you are unhappy with the response, you can ask that your complaint be escalated and further reviewed.

Compliments and suggestions

Your compliments and suggestions will help us review and improve our services. If you require a reply in response to your compliment or suggestion, please let us know.

Reporting of Complaints

We record and report detailed information and data on complaints we receive about our service. This helps us analyse and identify any particular trends or issues and we use this information to review and continually improve our service.