



Customer Complaints, Grievances and Appeals

Introduction

The Australian Ski Patrol Association Inc (ASPA) is committed to achieving and maintaining an environment that is positive, productive and harmonious, where complaints, grievances and appeals are managed promptly, confidentially, impartially and fairly.

Customer Complaints and Grievance Handling Policy

ASPA recognises that grievances and complaints do arise and has developed the Customer Complaints and Grievance Handling Policy and Procedure to assist and resolve them.

ASPA is committed to

- Fair, impartial, just and confidential handling of concerns and grievances
- Ensure that all ASPA customers and members have access to the Customer Complaints and Grievance Handling Procedure
- Ensure that action is taken promptly within agreed timeframes and procedures, and
- Ensure that all parties are protected from victimisation

Customer Complaints and Grievance Handling Procedure

Complaints and Grievances regarding Courses

In the event that you have a complaint or grievance whilst completing a course the following procedures should be followed:

1. If the problem arises whilst participating in a course, you should in the first instance contact the Instructor of the course.
2. If this is not possible then contact either a Course Examiner or the Course Director.
3. If these options are not available to you, or you are not able to contact the above, then contact the Vice President, Education (VP Ed).

The VP Education's contact information is listed on your course receipt, is available from the Course Director and is listed on the course participant



information sheet. The VP Education is usually in attendance at courses where you can make personal contact.

Complaints and Grievances regarding Members

If your complaint or grievance is in relation to an ASPA member the following procedures should be followed:

1. In the first instance you should discuss the problem with the particular member at the time of the incident.
2. If this is not possible then contact the Vice President in your State.
3. If these options are not available to you, or you are not able to contact the above, then contact the Senior Vice President.

Attachment one to this policy contains a current listing of the ASPA Executive including the names and contact details for the State Vice Presidents and the Senior Vice President.

Format of Complaint or Grievance

Initially your complaint or grievance can take a verbal form, however, if you wish to have the complaint addressed by the full executive committee you must put your complaint in writing.

Written complaints can be addressed to the Senior Vice President, State Vice President or to:

Executive Officer
Australian Ski Patrol Association Inc
PO Box 275
Armidale VICTORIA 3143

On receipt of a complaint the ASPA Executive will investigate your complaint or grievance in a professional manner with regard to punctuality of response, correctness of procedure and in line with ASPA principles, policies and procedures.



Procedure for Resolution of Customer Complaint or Grievance

1. On receipt of a verbal complaint, ASPA Instructors, Examiners and members are required to do all possible to rectify the situation within the parameters of the course and ASPA regulations, policies and procedures.
2. If a solution is achieved then a report of the incident should be forwarded in writing to the VP Education if the complaint or grievance is course related and the State VP if it is not course related.
3. If a solution is not available contact should be made as soon as is practical with the VP Education who is responsible to addressing all complaints and grievances relating to courses and the State VP if the complaint or grievance is not course related.

All complaints and grievances received by the VP Education or State VP without resolution must be documented and responded to in writing.

If in the opinion of the VP Education or State VP, the complaint or grievance is of a delicate nature, the Association President will be consulted before responding to the complainant.

All documented complaints must be brought to the attention of the ASPA Executive at the next meeting for review and to ensure any necessary changes to policies and/or procedures take affect as soon as is practical.

Candidate Appeals Policy

ASPA recognises that from time to time Candidates will want to lodge an appeal and has developed the Candidate Appeals Handling Policy and Procedure to assist and resolve them.

ASPA is committed to

- Fair, impartial, just and confidential handling of Appeals
- Ensure that all ASPA customers and members have access to the Candidate Appeals Handling Policy and can represent their case to an independent person or panel
- Ensure that action is taken promptly within agreed timeframes and procedures, and
- Ensure that all parties are protected from victimisation



Candidate Appeals Procedure

In the event that you wish to lodge an appeal with regard to marks gained or pass received, the following procedures should be followed:

1. All appeals must be made in writing to the VP Education and must be clearly state the reason for appeal.
2. On receipt of the appeal the VP Education will contact members of the Education Committee and the relevant Instructors and Examiners to re-access the candidate's result.
3. If required, an appeal will be heard by the VP Education if independent of the issue, or by the Education Committee with the Appellant given the opportunity to formally present his or her case if they so choose.

Candidates will receive written notification of the outcome of their appeal within a one-month of the appeal being received by ASPA.

If for any reason there is a delay, the candidate will be kept informed of the progress of their appeal and the reason(s) for the delay.