

COMPLAINT HANDLING POLICY



1. INTRODUCTION

1.1 PURPOSE

This policy is intended to ensure that Dynamite Studios Academy handle complaints fairly, efficiently and effectively. Our complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way.
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling.

This policy provides guidance to our staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

1.2 SCOPE

This policy applies to all staff receiving or managing complaints made to or about us, regarding our programs, services or environment.

1.3 ORGANISATIONAL COMMITMENT

This organisation is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible. We expect staff at all levels to be committed to fair, effective and efficient complaint handling.

1.4 OBJECTIVE OF THE POLICY

Dynamite Studios Academy seek to maintain and enhance our reputation of providing you with high quality products and services. We value complaints as they assist us to improve our products, services and customer service. This policy has been designed to provide guidance to both our customers and staff on the way we receive and manage your complaint. The objective of this policy is to ensure:

You are aware of our complaint lodgement and handling processes

- Both you and our staff understand our complaints handling process
- Your complaint is investigated impartially with a balanced view of all information or evidence
- We take reasonable steps to actively protect your personal information
- Your complaint is considered on its merits considering individual circumstances and needs.

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2. COMPLAINT PROCESS

We acknowledge:

We acknowledge your complaint as it is received. Within 24 hours the management team will be contacted to formalise a response in writing to the complainant.

We review:

We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

We investigate:

Within one week of receiving your complaint we will investigate your complaint objectively and impartially so that it can be resolved as quickly as possible, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.

We respond:

Following our investigation, we will notify you of our findings and any actions we may have taken in regard to your complaint. If a complaint is going to take longer than 60 days to resolve, there will be a written response made to the complainant outlining the reasons for the delay.

We take action:

Where appropriate we amend our business practices or policies.

We record:

We will record your complaint for continuous improvement process purposes and monitor through regular review. Your personal information will be recorded in accordance with relevant privacy legislation.