

Complaints Policy for The Circle Wellness Academy

The complaints and appeals procedure relates to allegations involving the conduct of The Circle Wellness Academy, its trainers, assessors or other staff, any third party providing services on behalf of The Circle Wellness Academy.

The Circle Wellness Academy will ensure that it handles complaints and appeals fairly and without bias. The principles of natural justice and procedural fairness will be adopted at every stage of the complaints and appeals process. This will ensure that, unless the security or safety of individuals is at risk, there will be no impact on the enrolment of an individual while a matter is in progress and all efforts will be made to assist a complainant with their matter.

All formal complaints will be heard and decided within 4 weeks of receiving the written complaint. If The Circle Wellness Academy considers more than 4 weeks are required to process and finalise the complaint, the complainant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint, a review by an independent party will be provided if requested.

Any substantiated complaints, as well as the complaints policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to prevent or reduce the likelihood of reoccurrence. All matters pertaining to complaints and appeals will be securely protected.

The Managing Director of The Circle Wellness Academy is ultimately responsible for ensuring compliance with this policy and procedure.

The Policy will be provided on The Circle Wellness Academy website with information about how to make a complaint or lodge an appeal.