



Trainee Formal Complaints Procedure

Principles

Acron Aviation endeavours, at all times, to deliver the highest standards of training in a safe and professional environment. We recognise, however, that occasionally things may not go to plan and it is very important to us to understand the concerns wof our trainees so that these can be resolved quickly.

The following procedure has been developed with fairness and transparency in mind to ensure that we are able to do this.

A “**complaint**” is deemed to be any grievance, problem or concern that the trainee wishes to raise with us.

Stage 1 - Informal Process

If you have a complaint this should first be discussed informally with the appropriate Acron Aviation staff member as per the table below. It is hoped that this first step will result in early resolution of the majority of complaints.

COMPLAINT AREA	APPROPRIATE STAFF MEMBER
ATPL Theory Training	Chief Theoretical Knowledge Instructor
Flight Training (All phases)	Your Primary Instructor or Base Support Manager
Accommodation and Travel Arrangements <small>*Note Acron Aviation can only support complaints about Acron Aviation provided accommodation/travel</small>	CustomerLogistics.cts@AcronAviation.com
Harassment, Bullying or Ethics	AcademyHelp.cts@AcronAviation.com
Financial or Invoice Related	AcademyHelp.cts@AcronAviation.com
Licencing	Licence.Applications.cts@AcronAviation.com
Any Other Area	AcademyHelp.cts@AcronAviation.com

If it is not clear who is the most appropriate member of staff is or you are not comfortable raising your complaint with that staff member, the complaint should be forwarded by email to the Customer Experience Team on AcademyHelp.cts@AcronAviation.com who will ensure the complaint reaches the most appropriate staff member.

Stage 2 - Formal Process

Stage 2A. In the event that your complaint has not been adequately dealt with through the Stage 1 – Informal Process or if the matter is of a more serious nature , then you should set out your complaint in writing to AcademyHelp.cts@AcronAviation.com.

You should be as factual as possible and provide any relevant information that will assist us in responding to your complaint. The Academy Customer Experience Team will endeavour to respond initially within 48 working hours to confirm receipt of your formal complaint.

Stage 2B. The Customer Experience Team will initiate an internal review based on the information you have provided. This review will be led by a Review Committee consisting of The Customer Experience Manager (or an appropriate Senior Manager if the complaint relates to the Customer Experience and the most appropriate staff members to the area of your complaint. The Review Committee Chairperson will notify you that the Committee has been formed and your complaint is under review.

Stage 2C. Depending on the nature of the complaint, you may be invited to a meeting to discuss the complaint in further detail directly with the Review Committee. The Review Committee may be supported by another member of staff who will attend to take notes of the discussion. You may choose to be accompanied at this meeting by another person if you wish and should let us know the name of your companion 48 hours before the meeting. Alternatively, the Review Committee may request that you provide a written statement to the Review Committee setting out your position, any additional relevant facts over and above what was provided in your complaint and answering any specific questions which the Review Committee may have.

Stage 2D. The Review Committee Chairperson will provide you with a formal decision within 14 days of receipt of your complaint. If we cannot conclude our review within 14 days we will inform you of this and provide an updated timeline.

Depending on the complexity of the complaint and/or the individuals involved we may at times require longer to conduct an internal review however the Review Committee Chairperson will keep you informed of the status of the review.

As part of the formal decision you will also be provided with a Completion of Procedures (COP) Letter. The COP shall include:

- > A summary of the complaint or appeal the student has made to the provider;
- > The title of the procedures/policies that were applied;
- > A summary of the issues considered;
- > The final decision taken by us;
- > The reasons for our decision;
- > Information about the role of the OIA;
- > The deadline for bringing a complaint to the OIA

If you are enrolled on the University of Central Lancaster ("UCLan") program then you may be eligible to appeal our decision via the UCLan complaints process. Please refer to the UCLan complaints process. As with Stage 3 below, complaints relating to the Acron Aviation course may only be made to UCLan if Stages 1 and 2 of the Acron Aviation Complaints Policy have been completed.

Stage 3 – Appeal Process

Acron Aviation is a subscriber to Office of Independent Adjudicator (OIA) which offers a free of charge service to independently review and made recommendations in respect of student complaints.

On completion of Stage 2 you may therefore be eligible for an independent review of your complaint by the Office of the Independent Adjudicator (OIA), if you are unhappy with the outcome. To start this process you will need to provide the COP provided by us to the OIA. The process is free for you to participate in.

What the OIA CAN review

Complaints relating to the following items can be reviewed by the OIA:

- > Academic appeals
- > Accommodation
- > Bullying and harassment
- > Disciplinary matters (including plagiarism)
- > Discrimination
- > Extenuating circumstances
- > Fitness to practise processes

- > Procedural irregularities
- > Teaching provision and facilities
- > Unfair practices
- > Welfare

What the OIA CANNOT or MAY CHOOSE NOT to review

The OIA cannot look at or may choose not to look at complaints related to:

- > Academic issues
- > Academic judgement
- > Student employment
- > Ongoing legal proceedings
- > Issues already considered by alternative dispute resolution body
- > Complaints about something which does not affect the person making the complaint as a student.
- > If the complaint has no serious purpose, or is intended to cause disruption or annoyance, or if the student is seeking an unrealistic remedy.
- > A complaint that would seriously damage the OIA's ability to run its processes effectively.

We note that if your complaint is not eligible for review by the OIA then the decision provided by Acron Aviation in Stage 2 of this proposal shall be considered final and binding and no further appeal against that decision will be available to you.

How do you complain to the OIA?

You have 12 months from the date of the COP to submit a signed completed Complaint Form to the OIA.

The Complaint Form can be completed on line via the MyOIA portal (<https://www.oiahe.org.uk/myoia/>).

On receipt of a the Complaint Form the OIA will review the complaint and will notify you and us whether the complaint is one which the OIA can look at under the OIA Rules (<https://www.oiahe.org.uk/media/2276/oia-rules-april-2018.pdf>).

OIA Review

If the OIA can look at your complaint it will normally progress through several stages of the OIA review process before they notify you of an outcome. <https://www.oiahe.org.uk/media/2427/oia-process-flow-chart.pdf>

The OIA will send us a copy of your complaint and you and us will be given the chance to provide comment on the complaint. The OIA will look at our final decision and will request from us the information and documents which were part of our review process.

The OIA will usually ask:

- > Did Acron Aviation follow its own procedures?
- > Were the procedures fair?
- > Was Acron Aviation's final decision reasonable?

Settlement

If the OIA think settlement may be possible the case-handler dealing with the complaint will get in touch the Acron Aviation Point of Contact to discuss this further. Acron Aviation may also make an offer to settle the complaint at any stage of the OIA process. Settlement can take many forms, such as an offer to re-hear an appeal or reconsider a complaint, an offer to re-instate you or give you an additional assessment attempt, or a financial offer. These examples are not exhaustive; Acron Aviation is welcome to make any offer that it thinks will help to resolve the complaint informally.

We will let the OIA know if we wish to make an offer to settle a complaint. When the OIA receive an offer, the OIA will normally correspond with us and you to see whether both parties are willing to agree to settle. Alternatively the OIA may decide to suspend their review to allow us the time to see whether you can reach an agreement with you. Acron Aviation will keep the OIA updated on the progress of these discussion.

Settlement is optional, both parties will need to agree to any proposal to settle the complaint. If both parties agree to settlement, the OIA will close the complaint and end their review. If Acron Aviation does not do what it agreed to do, you can ask us to reconsider their complaint.

If an offer to settle the complaint is rejected, the OIA will normally continue with their review. However, if the OIA think the provider's offer to settle the complaint was reasonable the OIA might decide to terminate their review of the complaint. The OIA will explain its decision to the you and Acron Aviation and may ask the us to hold the offer open for a reasonable period of time.

Alternatively, the OIA may take any offer made by Acron Aviation into account when they review the complaint.

OIA Complaint Outcome

The OIA will decide whether the complaint is Justified, Partly Justified and Not Justified and will explain the reasons for their decision in a Complaint Outcome which will be sent to you and us. This will normally be within 90 days of the OIA deciding that it has received all the information relevant to the complaint.

If the OIA decides that the complaint is Justified or Partly Justified the OIA will usually make one or more Recommendation to put things right and/or to improve Acron Aviation processes.

Student Recommendations

These recommendations are student focussed and will try to put you back in the position you were before the events complained about happened. Your preferred remedy will be taken into consideration but it may not always be realistic or without the remit of the OIA Scheme. If a practical remedy is not possible they the OIA may consider other remedies including financial compensation.

Good Practice Recommendations

The OIA may also make recommendations that we make changes to the way we do things so that similar problems do not happen again.

You and Acron Aviation will be given an opportunity to comment on the practicality of the Recommendations before they are confirmed by the OIA. Once confirmed these Recommendations are binding on Acron Aviation and we must comply within the deadline set by the OIA.

For more information the OIA scheme please visit <https://www.oiahe.org.uk/students/can-you-complain-to-us/>