



## PROCEDURES MANUAL

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[Inc Flow Chart]

## COMPLAINTS PROCEDURE

**1. PURPOSE:** A mechanism to deal with **written complaints** from Candidates of Courses, other course providers, Certification and Accreditation Bodies, Joint Accreditation Scheme of Australia and New Zealand (JAS-ANZ), Exemplar Global (EG), International Register of Certificated Auditors (IRCA), and other interested parties including other interested parties (agents).

**2. SCOPE:** To cover the “Root” cause of all aspects of written complaints in relation to ACI Global Course material, Teaching methods, Philosophies, Operating processes of ACI Global and Interested Third Parties (Agents) of ACI Global.

### **3. RESPONSIBILITIES:**

(i) For Interested Third Parties (Agents) the initial responsibility for dealing with the Candidates complaint lies with the local Managing Representative. He/She is responsible for keeping the candidate informed of progress over complaint resolution. In the event that it is more than a local matter, the Independent ACI Global Panel are informed and called upon to make a determination regarding the complaint. If the matter cannot be resolved the Independent Panel of ACI Global inform EG or IRCA for their determination. If the Issue cannot be resolved then JAS-ANZ are informed of progress and asked upon to make a determination.

(ii) The Candidate is advised at the commencement of each course or programme of their right to appeal any decision regarding the outcome of an assessments and the right to involve a third party such as JAS-ANZ, EG or IRCA in the process if the issue or complaint can't be resolved by ACI Global's Independent Panel.

(iii) Other Parties - For complaints, other than from Students/Candidates i.e. from

- Other Course providers [Competitors/Licenses/affiliates]
- Certification Bodies

- Accreditation Bodies [e.g. JAS-ANZ]
- Personnel Certification Bodies EG, IRCA

[iii] Final decision or actions remain with the Independent ACI Global Panel for all Course related matters.

#### **4 RECORDS**

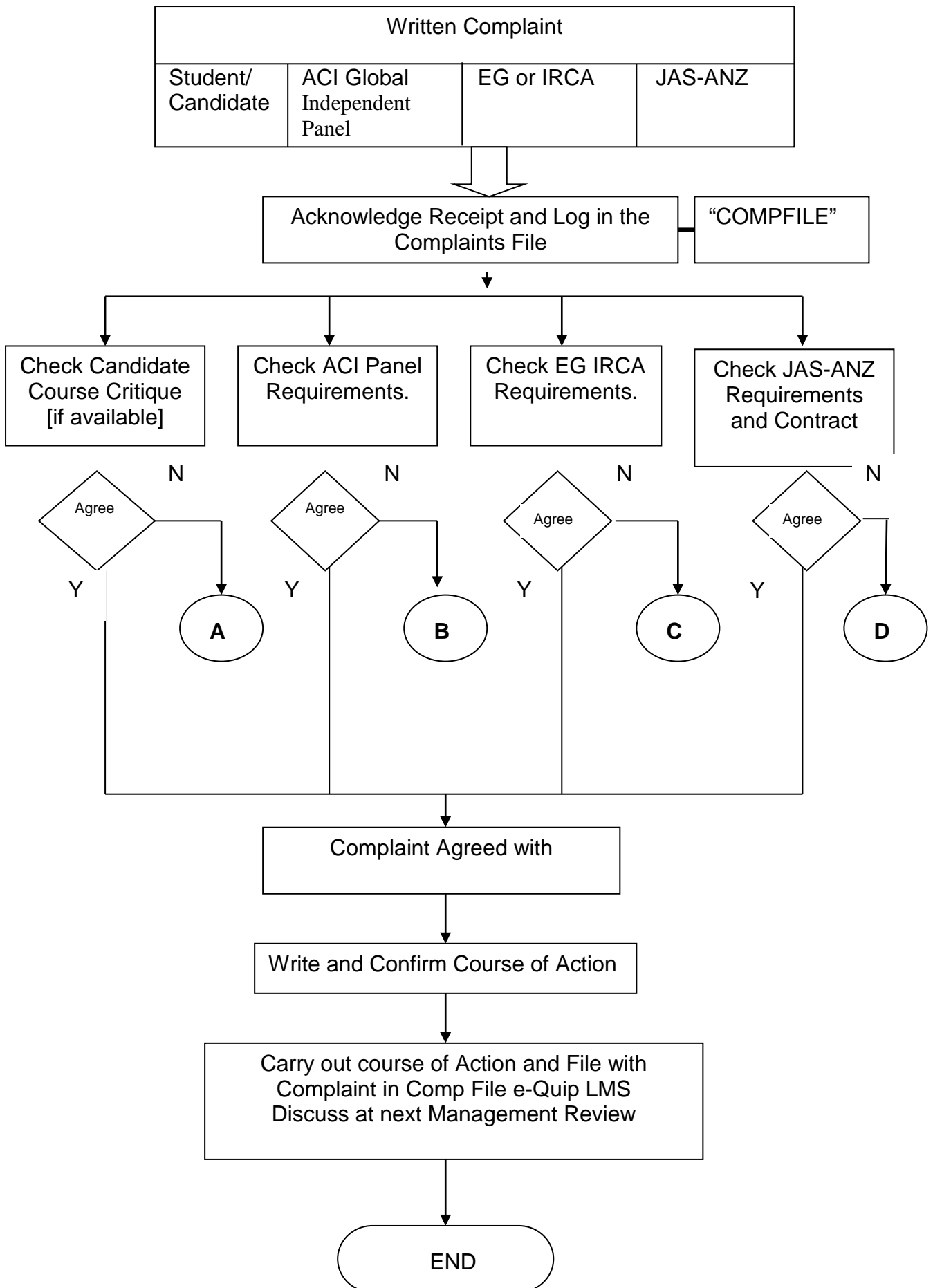
All records of complaints are held within the secure LMS and are available upon request from either EG or IRCA.

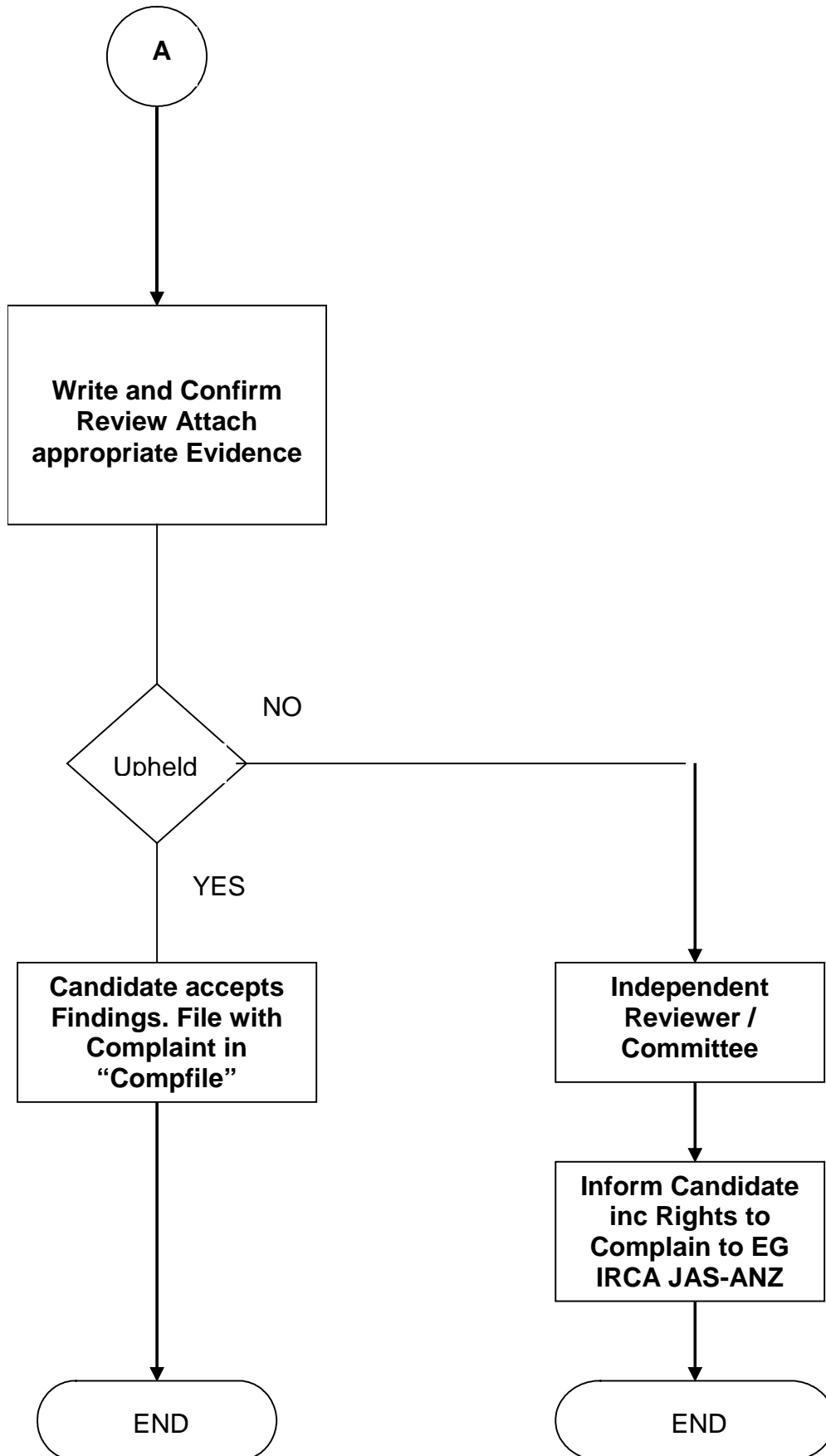
#### **5. REFERENCES**

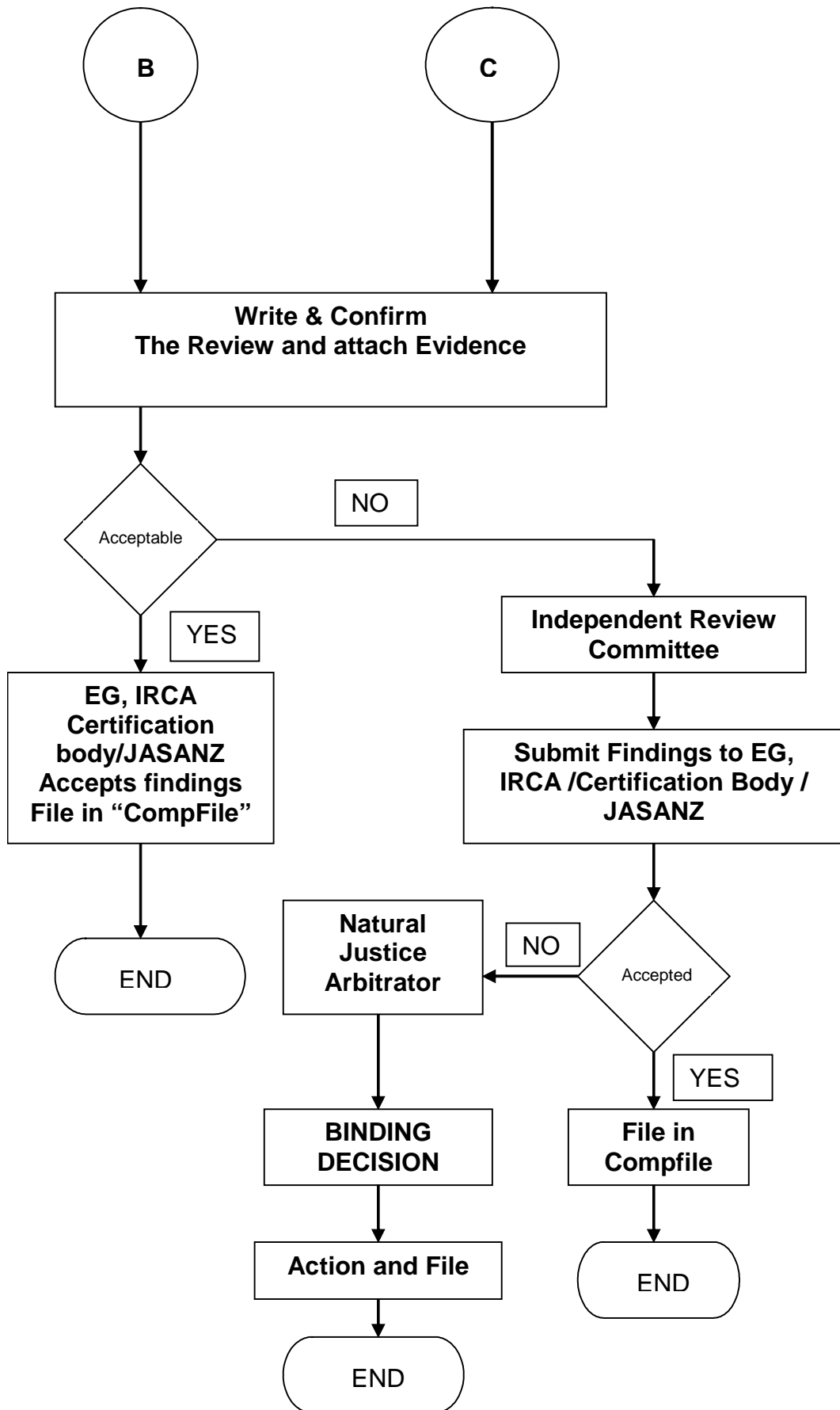
- Reports LMS

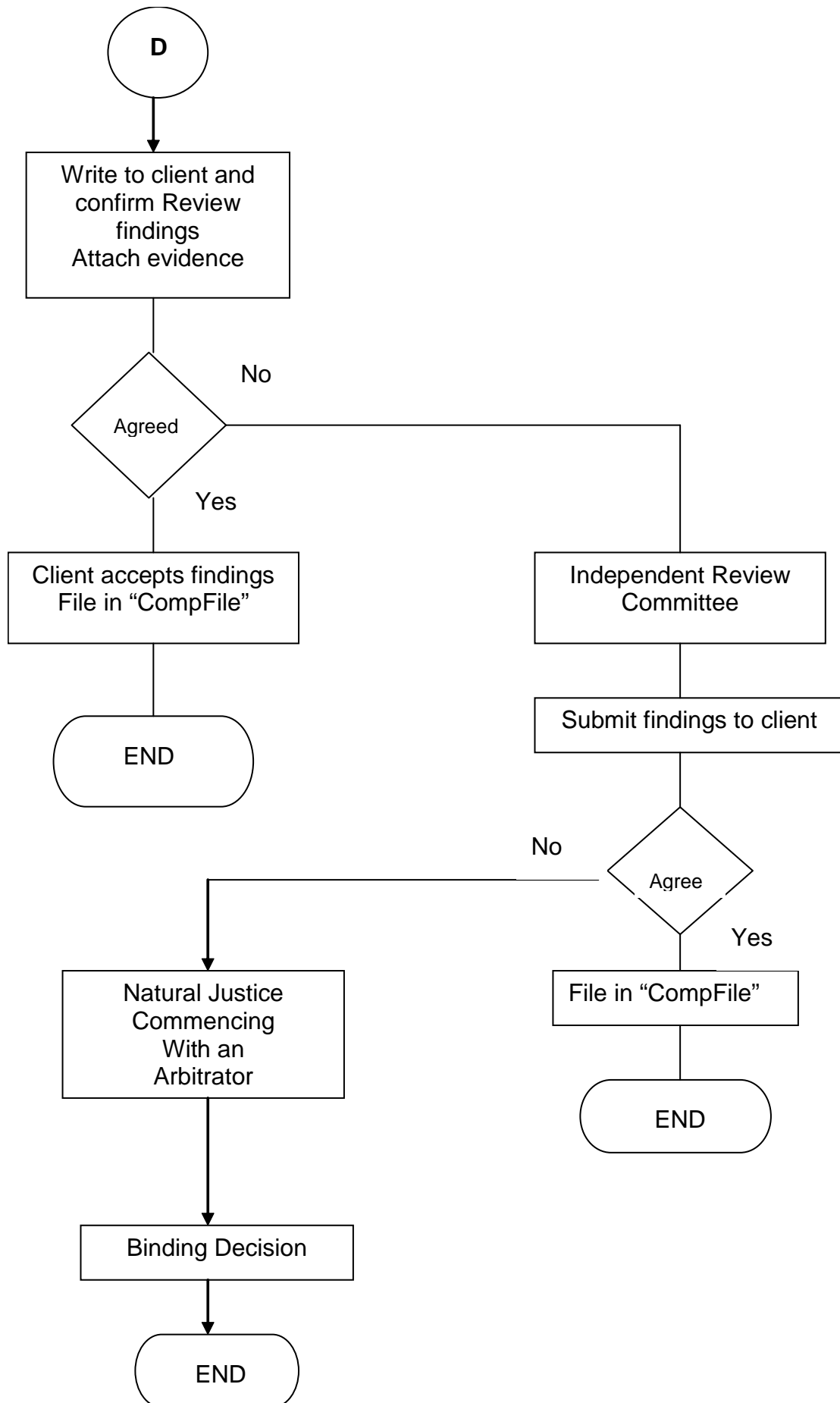
#### **6. PROCEDURE**

See Flow Chart Attached









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