

Complaints and Appeals Policy



1. PURPOSE

This document outlines the policy of Australian Teachers of Dancing (ATOD), in regards to complaints, enquiries about examination results, and about examination appeals.

2. SCOPE

- 2.1 This policy supports candidates and teachers who complete examinations with ATOD.
- 2.2 This policy is eligible for the following:
 - an examination candidate
 - a parent of a candidate where the candidate is under 18 years of age
 - an ATOD financial member who enters students for examinations
 - the Principal or Director of a registered ATOD dance studio, or a person acting on their behalf.
- 2.3 This policy is only applicable to those who have a direct interest in the examination result i.e. an ATOD registered teacher or Principal who is directly involved with the examination student.

3. PROCEDURE

ATOD will act courteously, fairly, authentically and without bias in response to any complaints made about the examination system, examination results or concerns about examiners behaviour.

- 3.1 Complaints are to be in writing to ATOD administration (exams@atod.net.au) within two weeks after the results have been issued by the ATOD administration staff and email notification has been sent. If this time frame becomes impractical, and involves extenuating circumstances, these will be considered on an individual basis. An email advising that the complaint has been received by ATOD will be sent from ATOD administration to the party who has issued the complaint, within three business days.
- 3.2 All written correspondence should clearly display:
 - the name of the ATOD registered dance studio
 - the name of the ATOD current member
 - the examination date/s
 - the name of the attending ATOD examiner
 - the specific examination session concerned
 - the name of the student concerned
 - details of the concern
- 3.3 If written information is not clear or does not comply with this policy requirements, further details may be requested. The complaint process will only be commenced when all applicable information is submitted.
- 3.4 Correspondence to ATOD by email is preferred.
- 3.5 Anonymous complaints will not be dealt with.

4. Enquiries about examination results

- 4.1 If the teacher, candidate or parent wishes to have more information about the reasons for the examination result, a Review of Results form may be requested.
- 4.2 Review of Results form is only applicable to graded levels of the ATOD examinations. This is available on request from secretary@atod.net.au.
- 4.3 This Review of Results form is to be sent via email to exams@atod.net.au, within 2 weeks of the results being issued by ATOD administration.
- 4.4 The request for this form will be acknowledged by ATOD administration, via email within 2 business days.
- 4.5 ATOD administration will respond to the Result Enquiry within 30 days.

5. Complaints regarding time lines

Whilst ATOD has a requirement for the completion of examination reports by Company Examiners, extenuating circumstances may be involved. If reports and results are going to be unavailable to the ATOD dance teacher, who is the registered member, within the scheduled time line the following will occur:

- The ATOD Examiner will advise via email, the ATOD Examination Coordinator of the potential for late reports
 - The ATOD Examiner will provide reasonable information as to why this is occurring
 - The ATOD Examination Coordinator will interpret the reasons for the delay and respond accordingly via email within two business days
 - If the reasons for the delay are accepted by the ATOD Examination Coordinator, the teacher involved in the examination session will be notified via email, and informed of
 - the delay
 - the approximate expected date for the release of the reports
 - The ATOD Examination Coordinator will ensure a follow up with the Examiner and the respective dance teacher within seven days of notification.
- 5.2 The scheduled release of examination reports, is six weeks after the commencement of the examination session held by the ATOD registered member.



6. Appeals Process

ATOD will endeavour to handle results enquiries efficiently and without the need for appeal where possible.

- 6.1 Where ATOD is formally advised of a pending appeal, the matter will be dealt with prior to the formal appeals process. The CEO of ATOD, President, and ATOD Board of Directors will review the case at the soonest meeting of the Board. This review would be held in order to provide further explanation and insight into the concerns raised.
- 6.2 An appeal may only be formally registered with ATOD, after all other avenues of negotiations have been attempted.
- 6.3 An appeal concerning an Examiners professional judgement will not be considered.
- 6.4 Considerations for an appeal will be dealt with by the ATOD Board of Directors and the company CEO.
- 6.5 The possible outcome for an appeal will include:
 - the appeal is dismissed
 - the appeal is accepted and suitable action is taken by the ATOD Board of Directors in relation to the nature and circumstances of the complaint
- 6.6 The appeal outcome will be verified by ATOD to the party who is appealing, via a formal email from the company secretary, and will include an explanation of the outcome.
- 6.7 After ten business days of notification from the ATOD company secretary about the outcome of the appeal, if ATOD has had no response the communication will cease and the appeal will be seen as closed.

7. Confidentiality and Privacy

- 7.1 All communication in regards to complaints and appeals will be held as confidential information by ATOD.
- 7.2 In order to investigate the complaint, members of ATOD staff will need to be involved, and where necessary, the Examiner, who at all times will be given the right of reply from ATOD.
- 7.3 ATOD has the capacity to provide samples of reports for students in graded examinations (refer Examination report samples) and will access this if needed to do so, if it will assist the complaint resolution.
- 7.4 ATOD has the capacity to compare individual candidates results awarded by previous Examiners and will utilise this if the need arises out of a complaint process or an enquiry of result.
- 7.5 ATOD has the capacity to see results statistics from all Examiners of ATOD. And will utilise this if an Examiner has a complaint made against their judgement at any time.





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