



Lifetime Learners Pty Ltd

ACN 126 219 761



Resolution of Disputes

This policy appears under clause 19 of Lifetime Learners' Terms and Conditions.

This policy must be read in parallel with Lifetime Learners' Terms and Conditions.

In the event of conflict between this policy and Lifetime Learners' Terms and Conditions, Lifetime Learners' Terms and Conditions will prevail.

1. Resolution of Disputes

- a. Because we care for each student in our Centre and we believe that open and honest communication between Lifetime Learners and its clients is of the utmost importance, we seek to take proactive action to affect a satisfactory solution to any difficulties that may occur from time to time. Lifetime Learners' management and staff are committed to making every reasonable effort to fairly and quickly resolve client concerns and complaints and to provide clients with feedback about any action taken to resolve the concern or complaint, normally within ten (10) working days of receiving the complaint.
- b. When clients, parents or guardians are concerned about a general issue regarding their or their child's tutoring, they should, as soon as possible, contact their/their child's teacher/tutor to make a suitable time to discuss their concerns. It is recognized that in the case of very serious allegations (e.g. those of a criminal or professionally negligent nature) these should be directed in the first instance to Lifetime Learners Centre Management.
- c. Should clients, parents or guardians feel their concerns have not been addressed, they are encouraged to contact the Centre Manager to discuss their concerns.
- d. The outcome of the discussion between the parents or guardians and the Centre Manager may include the following actions:
 - i. the Centre Manager refers the client back to the teacher for further discussion
 - ii. the Centre Manager meets with the teacher/tutor to discuss the client's concerns
 - iii. the Centre Manager convening a meeting of the parties to seek resolution of the concerns
- e. Clients, parents or guardians are welcome to take their concerns further by expressing them in a written format to the Centre Manager who will give a copy of such letter to the teacher/tutor. The Centre Manager will make a reply to such a letter as soon as possible and normally within ten (10) working days of receiving the complaint. The Centre Manager may also notify the Lifetime Learners' Senior Management of the concern.
- f. If clients, parents or guardians still have concerns, they are able to contact Lifetime Learners' Senior Management directly.
- g. Where Lifetime Learners, despite having taken all reasonable steps over a reasonable period of time, is unable to resolve a client complaint satisfactorily, we will refund all fees and charges paid by the client for services that are the subject of the unresolved complaint.

This Document is Current from: 1/01/2010