

Complaints and Appeals Policy

How to raise a concern or appeal a decision

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Policy owner	Academy Director	Applies to	Students, staff and relevant third parties

Buchner Haus Pty Ltd (ABN 18 700 492 717) trading as Büchner Haus Academy

Büchner Haus Academy is committed to professional, transparent and student-centred education. This policy applies to the Academy's makeup and beauty courses, masterclasses and workshops, and is designed to meet our obligations under Australian consumer, privacy, anti-discrimination and work health and safety law.

01

Purpose

To ensure students and other stakeholders can raise concerns, make complaints and appeal adverse decisions through processes that are accessible, timely, impartial and procedurally fair.

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Scope

This policy covers complaints about Büchner Haus Academy, its staff, trainers, contractors or third parties acting on its behalf, and appeals against decisions that adversely affect a student. It includes, but is not limited to, enrolment, support, conduct, assessment or feedback on work, recognition of prior learning, refunds, reasonable adjustments and complaint outcomes.

03

Principles

- Making a complaint or appeal will not disadvantage a person or affect their access to services because they exercised that right.
- Internal complaints and appeals are handled without charge.
- All parties will be treated respectfully and given a reasonable opportunity to present relevant information and respond to material allegations.
- Decision-makers will be impartial and free from actual or perceived conflicts of interest.
- Information will be shared only as reasonably necessary to assess and resolve the matter, subject to legal obligations.
- A support person or accessible communication arrangement may be used where reasonable.
- Outcomes and reasons will be documented and communicated in writing, unless an alternative accessible format is requested.

04

Raising a concern informally

Where appropriate, a person may first raise a concern directly with the relevant staff member or Academy contact. Informal resolution is optional and is not required where the matter is serious, sensitive, involves safety or harassment, or the person is uncomfortable approaching the person involved.

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Making a formal complaint

1. A complaint may be made to the Student Welfare Officer in person, by email to hello@buchnerhausofmakeup.com or by phone call, or through another accessible method agreed with the Academy.
2. The Academy will acknowledge a formal complaint as soon as practicable and ordinarily within 3 business days.
3. A person who is not directly involved in the subject of the complaint will be appointed to manage the matter where practicable.
4. Relevant information will be gathered, and affected parties will be given an appropriate opportunity to respond.
5. The Academy will aim to finalise the complaint and communicate the outcome within 20 business days. Where this is not reasonably possible, the complainant will be told why and given progress updates and a revised timeframe.
6. The outcome will identify any action to be taken, any available internal review or appeal rights, and any appropriate external avenues.

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Appeals

A student may appeal an adverse decision, including a decision about their work or progress or the outcome of a complaint. Appeals should be lodged within 14 business days of the student being notified of the decision, although a late appeal may be accepted where it is fair to do so.

- The appeal will be reviewed by a person who was not the original decision-maker wherever practicable.
- For an appeal about the assessment of a student's work, the Academy may arrange review by another appropriately experienced trainer and may invite additional evidence or a further demonstration of the relevant skill.
- The appellant will be given an opportunity to explain why the decision should be changed and to provide relevant information.
- The Academy will aim to finalise the appeal within 20 business days, or provide updates where additional time is reasonably required.

07

Independent review

If a student remains dissatisfied with an appeal outcome, the student may request review by an appropriately independent person. The Academy will explain the proposed reviewer, process and any cost before the review proceeds, and will keep any cost to the student to a minimum.

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External options

This policy does not prevent a person from seeking assistance from an external agency where appropriate, including the Queensland Office of Fair Trading, the Queensland Human Rights Commission, the Australian Human Rights Commission, the Office of the Australian Information Commissioner for privacy matters, or obtaining independent legal advice. External bodies may have limits on whether they can resolve an individual dispute, so the Academy's internal process should generally be used first where safe and appropriate.

09

Safety, serious misconduct and urgent matters

Where a complaint raises an immediate safety risk, suspected unlawful conduct, serious harassment, violence or other urgent concern, the Academy may take interim protective action and may refer the matter to an appropriate authority. Interim action is not a finding against any person and will be proportionate to the identified risk.

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Records and continuous improvement

The Academy will securely retain appropriate records of formal complaints and appeals, decisions, reasons and corrective actions. Themes and trends will be reviewed to improve training, student support, policies and operations.

Related legislation and standards

- Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth))
- Privacy Act 1988 (Cth) and the Australian Privacy Principles
- Anti-Discrimination Act 1991 (Qld)

Note. This policy is intended to operate alongside all laws and contractual obligations that apply to Büchner Haus Academy at the relevant time. If there is an inconsistency, the applicable law prevails.

Policy review and continuous improvement

This policy will be reviewed at least annually, and earlier where legislation, course offerings, delivery arrangements, student feedback, incidents, complaints or identified risks indicate that a change is required. Material changes will be communicated to affected students as soon as practicable.

Contact us

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