

AAA ACCESS AWARENESS

REFUNDS, CANCELLATIONS AND COMPLAINTS HANDLING

Complaint management policy

As a VicRoads Approved BCP Provider, AddEducation values your right to complain about our services, decisions, actions and staff. We are committed to treating complaints seriously and dealing with them promptly, fairly and genuinely. We may use the information gained from complaints to assist us improve our policies, systems and services. This policy sets out our approach to managing any complaints we receive. The policy is underpinned by our complaint management framework, which comprises the systems and internal procedures supporting the implementation of the policy.

We are committed to an accessible, effective, efficient and fair complaint management process.

We will:

- welcome complaints from people who have dealt with us and who are dissatisfied with our services, decisions, actions or officers;
- have accessible, transparent and accountable complaint processes;
- address each complaint in an equitable, objective and unbiased manner;
- treat all complaints received in accordance with our Privacy Policy;
- treat complainants with respect and provide them with clear explanations of our actions and decisions wherever the law or our policy allows;
- recognise feedback and complaints as opportunities to build knowledge and improve services;
- proactively seek feedback and suggestions for improvement; and
- be courteous and professional at all times.

This policy does not extend to requests for a review of a decision or action where the right to do so is granted by law and will be conducted in accordance with the applicable legislation. This policy does not extend to complaints or allegations about third parties unrelated to ASIC.

Add Education

ABN: 76 088 411 170

Accredited Drink Driving Education Program (DHS 10/078)

Suite 205 ■ PrincessTowers ■ 1 Princess Street ■ Kew ■ Victoria ■ 3101

Phone: (03) 9205 9490 ■ Fax: (03) 9855 2524 ■ Email: reception@AddEducation.com.au

If you have any concerns about the services or products provided by AddEducation, you can lodge a request for:

- Clarification
- Refund
- Lodge a complaint

AddEducation's Refunds and Complaints policies and procedures fall within the ACCC guidelines:

Cancellation Policy

If you have a major problem with a service or a minor problem that can't be fixed within a reasonable time you have the right to cancel a service contract, when it is:

- provided with an unacceptable level of care and skill
- unfit for the purpose you asked for
- not delivered within a reasonable time when there is no agreed end date.

The Australian Competition and Consumer Commission states that "A service has a major problem when:

- it has a problem that would have stopped someone from buying it if they'd known about it
- it is substantially unfit for its common purpose and can't easily be fixed within a reasonable time
- it does not meet the specific purpose you asked for and cannot easily be fixed within a reasonable time
- it creates an unsafe situation.

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Our Services must:

- be provided with acceptable care and skill or technical knowledge and taking all necessary steps to avoid loss and damage
- be fit for the purpose or give the results that you and the business had agreed to
- be delivered within a reasonable time when there is no agreed end date.

Services you can't cancel

You must pay for services you've received under a service contract that worked as expected.

You can't cancel a service contract or get a refund if the problem was outside the control of the provider or if you:

- changed your mind
- insisted on having a service provided in a particular way, against the provider's advice
- failed to clearly explain your needs to the provider.

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Refunds Policy

In addition to your statutory rights, excluding a non-refundable deposit and administration fee of \$75, AddEducation will provide a refund of service fees where a client is unable to attend a course or requests cancellation of a service with more than 5 days' notice of the course start date.

To assist you with your particular concern, please complete the following:

Your details

Customer Name

Vic Roads Customer Number

Customer Telephone Number

Customer email address

Customer postal address

The date of purchase and amount paid

The type of service or product purchased

Please provide a summary of the dispute and the outcome sought

Please attach any documents or evidence you wish to supply in support of your request.

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PRIVACY POLICY

AddEducation complies with the Privacy Act 1988 (Cth) (Privacy Act) to ensure that your personal information is protected. In this policy, all references to personal information may include sensitive information - such as information about your licence history, your offence history, court attendances, and issues about your health.

AddEducation will collect, hold and use your personal information:

- to provide you with our services and products
- to enable other healthcare professionals to provide you with healthcare services
- to manage our relationship with you including and invoicing or billing arrangements
- to review and develop our existing and new products and services
- for audit and quality assurance purposes
- for commercial and business purposes relating to the running of our business
- to comply with legal, contractual, and regulatory obligations
- for other purposes, required or authorised by or under law including purposes for which you have provided your express or implied consent

If you provide your, address, email address, telephone and or/mobile phone number, you also consent to AddEducation using those details to contact you for any of the above purposes.

AddEducation may disclose your personal information to:

- Healthcare professionals we engage to assist us in the provision of services to you
- Vic Roads
- Courts

