

Complaints and Feedback

At ACOM, we want to hear from you. Complaints and feedback help us see where we're falling short, and where we can do better.

This policy explains how we handle complaints and feedback from students, staff, volunteers, and the wider community.

Current Students

If your complaint relates to your studies — for example, an assessment, enrolment, or your experience as a student — please refer to the [Student Handbook](#) which sets out ACOM's formal complaints and appeals process for students, consistent with our obligations as a registered higher education provider.

This policy covers all other complaints and feedback, including from the public, prospective students, staff, volunteers and other stakeholders.

Our Commitment

We aim to serve our community well, and we know we won't always get it right. We welcome complaints and feedback as a way to learn and improve. We won't treat anyone unfairly for raising a concern, and there is no cost to make a complaint.

Our Principles

We handle complaints and feedback with:

- **Fairness** — every complaint is assessed on its own merits, by someone not personally involved.
- **Accessibility** — complaints will be received by phone, email or letter, or anonymously if you prefer (though this may limit how we can respond).
- **Responsiveness** — we aim to resolve issues quickly, sometimes on the spot.
- **Confidentiality** — we protect your privacy as far as possible.
- **Integrity** — these principles reflect our Christian values and our commitment to treating people with humility and respect.

If you have particular needs — such as a disability or a non-English speaking background — let us know and we'll adjust how we help you. You're welcome to have a guardian, friend or adviser assist you.

Who Handles Your Complaint

Complaints are usually handled by the Chief Operating Officer. If that person is unavailable or has a conflict of interest, another senior staff member or Board member will step in. For serious or complex matters, we may engage an independent external adviser.

Be Kingdom Ready

Centres in: NSW | VIC | QLD | WA | ACT | SA

Our Process

- 1. Acknowledgement** — we confirm receipt within 2 business days and tell you who's handling it.
- 2. Assessment** — we assess the complaint and assign it a priority.
- 3. Investigation** — where needed, we look into the relevant facts.
- 4. Response** — we discuss the outcome with you, and apologise if we got it wrong.
- 5. Review** — if you're not satisfied, our Principal/CEO reviews the matter.
- 6. Follow-up** — we act on any broader issues a complaint reveals.

If we haven't resolved your complaint within 7 days of acknowledging it, we'll update you on our progress. If we reasonably believe a complaint is vexatious or not genuine, we'll let you know as soon as we form that view. In this event you're still free to pursue any other action you consider appropriate.

Learning From Feedback

We use complaints and feedback to spot patterns and improve our programs and services. Significant issues are reported to the Board.

Contact Us

Phone: 1800 672 692

Email: info@acom.edu.au

Post: PO Box 100, Ringwood East VIC 3135

Policy Approval

This policy was approved by the ACOM Board in August 2026.