

# Add Education

ABN: 76 088 411 170

Accredited Drink Driving Education Program (DHS 10/078)

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## Refunds, Complaints, and Privacy Policy 2021

### 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

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.

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.

### **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.

### **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 contact us and include the following information:

- 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
- Provide a summary of the dispute and the outcome sought
- Please have ready any documents or evidence you wish to supply in support of your request.

### **Refunds and Returns Policy for Products Purchased On our Website**

If you have purchased an item online and have changed your mind and wish to return it, a full refund of the purchase price will be issued provided that:

- Proof of payment and receipt is provided
- Item (s) are returned in the original sale condition

The refund will be issued in the form in which the original payment was made (i.e., credit card). Please note, for change of mind purchases shipping costs will not be included in the refund. We are also able to exchange your product for another of equal or lesser value, with the difference being made up in a credit note or refund.

- For returns of faulty or damaged items, a full refund of the purchase price plus shipping costs will be issued upon proof of payment and receipt.

### **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