

 <p>Wingate Avenue Community Centre</p>	Title:	
	STUDENT COMPLAINTS & APPEALS RESOLUTION PROCEDURE	
	Version: 4	Approved: Committee of Management
Administered:	Next Review: June 2022	

These Student Complaints and Appeals Resolution Procedures are to be read in conjunction with the Complaints and Appeals Resolution Policy and any other associated policies and procedures.

Procedures

1. Where a student considers they have a complaint/grievance or appeal, they should first raise the matter with their teacher/tutor. If the complaint or appeal is resolved the teacher/tutor is required to inform the Education Manager or Further Education and Compliance Manager of the decision. The informed manager will then record the matter on the Complaint and Appeals Register.
2. If this does not resolve the problem or the complainant is unable to talk to their teacher/tutor, the complainant should speak to the Education Manager or in their absence the Further Education and Compliance Manager. If the complaint or appeal is resolved the manager will record the decision on the Complaint and Appeals Register.
3. If following step 2 there is no resolution, the student can choose to complete the Complaint and Appeals Form and submit it to the General Manager. The form is available at www.wingateave.com.au.
4. The student should bring the complaint or appeal to the attention of the General Manager in writing within seven (7) days or as soon as possible after the issue has taken place by giving the completed form to reception or emailing the form to admin@wingateave.com.au (attention: General Manager).
5. The General Manager will deal with the issue directly or allocate the issue to a member of the Management Team. The allocated Manager will then arrange for both parties to meet to identify and discuss the complaint or appeal and attempt to resolve the issue within 14 days. This complaint or appeal and the outcome(s) should be recorded in writing on WACC's Complaints and Appeals Register available at S:\Policies & Procedures\Complaints & Appeals Resolution Student Policy.
6. If the issue is not resolved satisfactorily through the above process, an additional person who is mutually agreed upon by the complainant and WACC shall be asked to mediate in a meeting held within 7 days. It is expected that the additional person would be a member of the Management Team or a delegated staff member. Each party can bring an advocate.
7. If the issue is still not resolved, the complainant can bring it to the attention of the Committee of Management, either via a letter or by personal attendance at a meeting within four weeks (please see reception in order to obtain contact details for the WACC Committee of Management). A meeting date will be set by a representative from the committee of management and the complainant. A record of this meeting and outcomes will be minuted. The meeting will observe strict confidentiality and follow the process of:
 - a. Complainant to present their complaint, with a support person present if desired.
 - b. Attempt will be made to resolve the issue via discussion at the meeting.

This document was reviewed and accepted by the Committee of Management of the Wingate Avenue Community Centre Inc. on 17/06/2019 and supersedes all previous versions.

- c. If a resolution cannot be reached, then the Committee of Management will offer external mediation between the parties.
8. If the complaint or appeal still exists, it can be referred to an appropriate external reference body: (**see Appendix 2: External Bodies Poster**):
 - a. AMEP students may contact the AMEP Help Desk, ph: 13 38 73 or 1300 062 314. If the issue is not resolved ask the Education Manager or Administration to assist you to refer your matter to the Complaints Unit of the Victorian Registration and Qualifications Authority (VRQA).
 - If the student is dissatisfied after discussions with VRQA the student may contact the Commonwealth Ombudsman. Details: Telephone: 1300 362 072; Email: ombudsman@ombudsman.gov.au; Online: www.ombudsman.gov.au.
 - b. Learn Local and Skills First funded students may contact the Registering Body VRQA (Victorian Registration and Qualifications Authority). This may be done in writing through the following options:
 - Visit the VRQA website and complete the online form. Website Address: <https://www.vrqa.vic.gov.au>
 - Sent a letter to VRQA at the following address: Manager, Complaints Unit, VRQA, GPO Box 2317, Melbourne, Vic 3001.
 - Visit the VRQA office at: Level 4, Casselden, 2 Lonsdale Street, Melbourne Vic, 3000.
 - Further information is available on the VRQA website.
 - If the student is dissatisfied after discussions with VRQA the student may contact the Commonwealth Ombudsman. Details: Telephone: 1300 362 072; Email: ombudsman@ombudsman.gov.au; Online: www.ombudsman.gov.au.
 - c. SEE students may contact the AMES on phone 8791 2478. If the issue is not resolved ask the Education Manager or Administration to assist you to refer your matter to the Complaints Unit of the Victorian Registration and Qualifications Authority (VRQA).
 - If the student is dissatisfied after discussions with AMES the student may contact the Commonwealth Ombudsman. Details: Telephone: 1300 362 072; Email: ombudsman@ombudsman.gov.au; Online: www.ombudsman.gov.au.

The decision made by the Commonwealth Ombudsman will be accepted by both parties as ending the matter and a letter will be sent to the party/parties involved.

Complaints and Appeals Register

This is a confidential document kept in the General Managers locked filing cabinet and on the computer in a locked file, and accessible only by Senior Management. This register is to include the nature of the complaint or appeal, timeframe and strategies for resolution. Records are to be kept and filed in a confidential and secure place. These records should be kept for a period of seven years. Under no circumstances will records be placed on the complainant's personnel file.

Further Information

Fair Work Australia website <http://www.fwa.gov.au/>

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Related Documents

- Appendix 1: Complaints and Appeals Form
- Appendix 2: Childcare Complaints Poster
- Appendix 3: Student/Centre Users Complaints Poster
- Appendix 4: External Bodies for Complaints and Appeals
- Complaints and Appeals Register
- Code of Conduct

Approved by Committee of Management on date:

Signed by Chairperson: