

## STUDENT COMPLAINTS AND RESOLUTION POLICY

### Policy Summary

This Policy ensures the fair and prompt handling of Student complaints in a manner that is consistent with Glenroy Neighbourhood Learning Centre (GNLC) values.

All Student complaints will be taken seriously and follow the Student Complaints and Resolution Procedure. All staff employed at the GNLC have an obligation to take all appropriate steps to resolve a complaint during the Informal stage (Stage 1). If a resolution cannot be achieved at Stage 1, students may escalate the complaint to the Formal Stage (Stage 2) by putting the complaint in writing.

Students may elect to complete the **Formal Complaint form** or Administration to make a Formal complaint.

Parents or Guardians of Students who are under the age of 18 may lodge a Formal complaint.

All staff at the GNLC are obliged to follow the Student Complaints and Resolution Procedure to manage student grievances and the Student Complaints Process is displayed in an accessible format on noticeboards at the Centre. It is also included in the Student Handbook.

### Scope

This Policy may be used by GNLC Students and Parents / Guardians of Students who are under the age of 18.

A complaint brought under this Policy may relate to a course, facilities, timetable, resources or any other issue relating to study. It also applies to the behaviour or actions of another student of the GNLC. The Student Disciplinary Policy and Procedure should be used in conjunction with this Policy.

Allegations of discrimination, harassment and bullying are managed under the Discrimination and Harassment and Bullying Prevention and Management Policy and Procedure.

### Guiding Principles

GNLC is committed to a culture of continuous improvement, quality assurance, excellence and ongoing process review, and values comments from students on their experience and suggestions for improvement.

GNLC recognises its responsibility to provide an environment in which students and staff are treated fairly and with respect. The Centre is committed to maintaining an organisational culture in which a student's right to seek resolution of a complaint is recognised and supported.

The principles set out below will apply to all GNLC students and Parents / Guardians of Students who are under the age of 18.

Complaints will be handled in accordance with the following principles.

a. **Good faith:**

The complaints process assumes and relies upon all parties engaging in good faith, with an open approach to considering reasonable options.

**b. Procedural fairness:**

- i. All parties mentioned in a complaint will be treated fairly, and in a manner that respects their right to an unbiased, timely and transparent process.
- ii. The decision-maker will not be biased or appear to be biased nor have a personal interest in the matter of the complaint.
- iii. Matters that are not relevant will not be taken into account by the decision-maker.
- iv. All complaints are considered on their merits, on the basis of information relevant to the complaint and any mitigating circumstances.
- v. All parties have the right to be heard before a decision is made, including the right to respond to statements or material that is to be relied upon in reaching a determination.
- vi. Where the complaint concerns the actions of an individual or individuals, respondents have the right to be informed of the allegations and the right to respond.

**c. Confidentiality:**

- i. A complaint will be treated by all parties with appropriate confidentiality.
- ii. Unless required otherwise by law, information arising in the course of a complaint will be circulated only between the parties and other persons involved on a need-to-know basis.
- iii. Information will only be used for the purpose of resolving the complaint in accordance with this Policy and for reporting and continuous improvement processes.

**d. Timeliness:**

- i. All relevant levels of authority within the GNLC will make every reasonable effort to resolve complaints as quickly as possible and in accordance with the timelines set out in the Student Complaints Procedure.
- ii. All formal student complaints will be concluded within seven days wherever possible. When this is not possible, the GNLC will inform the student in writing of the delay and the reasons for it, and the expected timeframe for completion.

**e. Record keeping:**

All records related to a complaint process will be retained by GNLC for the relevant periods as detailed in the Student Complaints and Resolution Procedure.

**f. Support:**

The GNLC supports the personal wellbeing of students and staff who are parties to a complaint. A student may nominate their own support person such as a family member, friend, case worker or interpreter to support them in the process

**Communication:** Students, and/or Parents / Guardians of Children and Young People are welcome to lodge a Formal complaint in a number of ways:

- Visit the **Contact Us** section on the GNLC website
- Visit the Policies and Procedures library on the website and download the Formal Complaint form located in the Complaints and Appeals section.
- Contact Administration on [adminassit@glenlink.vic.edu.au](mailto:adminassit@glenlink.vic.edu.au), or Ph: 9304 38910 to request a copy be sent via email / mail.
- Collect a copy of the Formal Complaint Form from the Glenroy Neighbourhood Learning Centre Administration Office.

All Formal complaints, regardless of how they are lodged, will receive an acknowledgment in writing of the receipt.

**No disadvantage:** A student making a complaint will not be disadvantaged simply by virtue of having made the complaint, unless the complaint is found to be vexatious. In particular, a student must not be hindered or prevented from continuing to use GNLC services or facilities or attend classes or submit assessment as required, simply by virtue of having made the complaint.

**Right to withdraw a complaint:** A student making a complaint has the right to withdraw the complaint at any stage of the process. However, GNLC may still address complaint matters, even in cases where a complaint has been withdrawn, in order for the GNLC to meet its obligations.

**Right to appeal:** A student who is not satisfied with the outcome of a GNLC managed complaint should inform the CoM in writing. GNLC will then make arrangements for an external mediator to resolve the issue. The student will be given every opportunity to formally present their case. The time frame for this process should not take more than 14 days.

**Continuous improvement:** If appropriate, GNLC will make a record of, and follow up on, the causes of the complaint, and put in place suitable remediation to mitigate against a recurrence

## Relevant Policies and Procedures

- Student Complaints and Resolution Procedure
- Student Complaints and Resolution Process
- Student Disciplinary Policy
- Student Disciplinary Procedure
- Discrimination, Harassment and Bullying Prevention and Management Policy
- Discrimination, Harassment and Bullying Prevention Management Procedure
- Sexual Harassment Response Policy
- Sexual Harassment Response Procedure

## Legislation and Regulations

- Standards for Registered Training Organisations (RTOs)  
<https://www.legislation.gov.au/Series/F2014L01377>
- The Australian/New Zealand Standard: Guidelines for complaints management in organizations ISO 10002:2014. [https://shop.standards.govt.nz/catalog/10002:2014\(AS%7CNZS\)/scope](https://shop.standards.govt.nz/catalog/10002:2014(AS%7CNZS)/scope)
- Education and training Reform Act 2006 (VIC)
- Education and training Reform Regulations 2017

### AQTF Essential Conditions and Standards for Continuing Registration

- Victorian Training Guarantee Contract Compliance Complaints
- Northern AMEP Guidelines

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