

## Student Complaints and Resolution Process

### What to do if you have a Complaint

If you are unhappy or have an issue with your course you should follow the procedure below:

#### Stage 1: Attempt to resolve the issue

Talk to a staff member. You can talk to a teacher, the Coordinator, or Administration staff.

Is the Issue resolved?

No

Yes

No further action required

#### Stage 2: Register a Formal complaint / Managed Resolution

If you are still unhappy you can submit a Formal complaint. You can get a Formal Complaint form from: your teacher / Coordinator, the Office, the Website. can also send an email to the Coordinator or Manager.

The Coordinator or Manager will meet you to find out more information and then inform you of the outcome within 7 days.

Is the Issue resolved?

No

Yes

No further action required

#### Stage 3: Appeal

If you are not happy with the decision you should inform the Manager or the Committee in writing. They will review the information and the decision.

Is the Issue resolved?

No

Yes

No further action required

#### Stage 4: External Resolution

If you are still not happy you will need to write to the Committee. They will organise for an external review of the complaint. They will review the information and let everyone know their decision and what the next steps will be.

As a last resort, you can escalate a complaint to the VRQA

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