



COMPLAINT POLICY

Complaint Policy

Effective Date: **Draft 05/07/2016**

Policy #: 00

Revised:

Purpose: To provide guidance in obtaining resolutions to complaints / issues in a timely manner and to monitor and implement continuous improvement opportunities.

Additional Authority:
CEO and Senior Management

Scope:
This policy applies to all students, staff and stakeholders of Quest College who wish to make a complaint against the college.

Responsible Designation:
Chief of Operations

POLICY AND PROCEDURES FRAMEWORK:

This policy and procedures document consists of the following sections:

- 1.1 Policy Statement
- 1.2 Guidelines
- 2.0 Procedure

1.1 Policy Statement

Quest College is committed to a process of Complaint Resolution in relation to all activities undertaken by the college, ensuring quality outcomes for all stakeholders.

1.2 Guidelines

Students are able to provide feedback at any time during their enrolment with Quest College.

Each party to a complaint may choose to be accompanied and assisted by a support person at any relevant meetings.

The complaint may refer to activities in relation to:

- enrolment processes,
- administrative processes,
- assessment processes,
- student academic progress,
- course content,
- the quality of course delivery,
- academic achievement in a course of study,
- teaching facilities and learning resources,
- misconduct and
- OH&S issues.

Formal complaints should be submitted in writing to Quest College.

The college administers our complaint processes in accordance with the VET Provider Guidelines.

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Quest College supports the principles of natural justice / procedural fairness.

Natural justice allows persons whose rights or interests may be affected by decisions the opportunity:

- to put forward arguments in their favour
- to show cause why proposed action should not be taken
- to deny allegations
- to call evidence to rebut allegations or claims
- to explain allegations or present an innocent explanation, and/ or
- to provide mitigating circumstances

For an investigator or decision-maker, natural justice serves a number of related functions:

- it is an important means of checking facts and of identifying major issues
- the comments made by the subject of the complaint or the interested party will expose any weaknesses in an investigation, decision-making process or information on which a decision is to be based, which avoids later embarrassment, and
- it also provides advance warning of the basis on which the investigation report or administrative decision is likely to be attacked.

2.0 Procedure

All academic matters should initially be discussed with the trainer concerned as a satisfactory outcome might be achieved through discussion.

All other issues should be discussed with the person concerned as a first alternative.

If the issue is unable to be resolved through discussion, the complainant should put the issue in writing to the college. This can be done on the college complaint form or by email.

It is important that if a response is being sought from the college, the complainant must provide their name and contact details to the college.

Anonymous complaints will be investigated and treated as feedback.

All written complaints are registered and the complainant will receive acknowledgement of their complaint upon lodgement.

All complaints will be treated confidentially and administered in accordance with the relevant legislative guidelines and College policies and procedures.

All registered complaints are investigated by appropriate personnel within a 7 day period.

A written explanation for decisions and actions taken as part of the complaint process will be provided in a timely manner.

Should an investigation take more than 14 days to finalise the college will advise the complainant in writing about the progress of the investigation including the reasons why more than 14 days are required to advise the outcome.

If not satisfied with the decision provided the complainant is able to appeal the decision. (*Refer to appeals policy and procedure*)