

COMPLAINT HANDLING AND APPEALS PROCEDURES

General Principles

General principles that apply to all stages of either an Academic or Non-academic complaint procedure, which will be adhered to by Contour College are:

- In the event there is a complainant and a respondent, each will have the opportunity to present their case at each stage of the procedure.
- The complainant and respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or another staff member) if they so desire.
- The complainant and respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this process will be provided to the complainant and/or the respondent, if requested.
- Records of all complaints will be kept for a period of five years. Personal information collected from all parties will be protected and accessible to review and correct on notice.
- There is no cost for submitting a complaint or grievance with Contour College

Definitions

For the purpose of this Policy, reference to a complaint or grievance will be viewed as one and the same. However, there is a clear delineation between academic and non-academic issues which will be outlined in two separate procedures.

Glossary of terms:

- **Learner/student** refers to all persons enrolled in a VET unit of study that meets the course requirements
- **Complainant** refers to Learners (as defined above) who have lodged an academic or non-academic complaint with Contour College
- **Complaint/grievance** refers to a cause for a formal complaint that may or may not be well-founded, made on the basis of a decision that somebody feels is unfair
- **Respondent** refers to somebody who replies to or defends the complaint / grievance
- **Academic** matters include those matters which **do** relate to learner progress, assessment outcome, course content or awards in a VET course of study.
- **Non-academic** matters include those issues which **do not** relate to learner progress, assessment outcome, course content or awards in a VET course of study. Non-academic grievances tend to arise from events occurring from conflict with other learners, training or administration staff, facilities, equipment, processes or matters of a financial nature.

Academic Complaint

Stage One

The complainant must first take their complaint to the Training Co-ordinator who will consult with the appropriate person (e.g. trainer/assessor/staff member) and endeavour to resolve the issue.

Stage Two

If the consumer is not satisfied with the result of stage one, they should complete the Academic Appeal Request Form and submit or forward to;

Ryan Hartley
Consumer Protection Officer
P.O. Box 3618
Tuggerah NSW 2259
Email: rhartley@contourcollege.com.au
Telephone: 02 4353 0815

The Consumer Protection Officer will review the student's academic result/s in consultation with the College Director and complainant and make a determination on whether the result remains or if a re-assessment will be conducted.

The Complainant will be advised within 7 working days from the request being received by Contour College of the decision and their right to access Stage Three of this procedure if they are not satisfied with the outcome of Stage Two.

Stage Three

If the Complainant is not satisfied with the outcome of Stage Three they may contact Training Services NSW by:

- Applying online
(www.training.nsw.gov.au/build/online_forms/general_enquiry_form.htm)
- Phone on 1300 772 104
- In person at a Training Services NSW regional (see http://www.training.nsw.gov.au/about_us/sts_contacts.html)

An Officer from Training Services NSW will investigate the complaint and attempt to resolve the matter through information and mediation. However, should a more formal process to resolve the dispute be required, the Department will inform both parties of options to proceed further.

Non-Academic Complaint Procedure

Stage One

Non-academic complaint procedure initially requires the student to complete a Multi-Purpose Form to initiate a discussion. A review of the non-academic grievance will begin within two (2) working days of receiving the written form to any Contour College staff member.

The student may request a general meeting with a staff member including the Training Co-ordinator if the issue relates to non-financial matters, or the Accountant for financial related matters.

If necessary, the student will be advised of a meeting time with the appropriate person to discuss their request, issue, etc., or receive a verbal and/or written response to their Multi-Purpose Form within 5 working days.

The complainant will be advised of their right to progress to Stage Two of the non-academic complaints procedure if they consider the matter unresolved.

Stage Two

If the complainant is not satisfied with the outcome of Stage One they may have their Multi-Purpose Form forwarded onto the Consumer Protection Officer. In the event the Multi-Purpose Form implicates another student or staff member, Contour College General Principles will apply.

The College Director and Consumer Protection Officer will review all documentation, meet with all parties concerned and make a determination 10 working days from receipt of Stage Two notification. A written response will be provided to all parties, including their individual right to access Stage Three of this procedure if they are not satisfied with the outcome of Stage Two.

Consumer Protection Officer - *current*
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