

Complaints Policy and Procedure

Purpose

This document's purpose is to provide clear and practical guidelines to ensure that complaints received by students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

Scope

This Complaints Policy applies to all students enrolled with First Choice College.

Definition

Complaints include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what she/he is accused
- All parties are informed of the decision and the reasons for the decision by email.

Policy

First Choice College believes that a student, who has a complaint, has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. As a commitment to continuously improve its services, First Choice College sees complaints as an opportunity to improve its services.

First Choice College will manage all complaints fairly, equitably and efficiently as possible. First Choice College will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation in order to find a solution and agreeable settlement for all parties concerned.

Confidentiality will be maintained throughout the process of making and resolving complaints. First Choice College seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Complaints will be responded to by email within 20 business days of receiving the Lodgement Complaint Form.

Once complaints are finalised, the findings will be discussed at the bi-monthly management meetings to review any procedures or practices that need to be changed.

Procedure

If a student is dissatisfied with the services provided by First Choice College, the student (complainant) has the opportunity to submit an informal and/or formal complaint. The steps required for each option is listed below.

Document name:	Complaints policy and procedure					
Issue date:	20/08/2018	Review date:	August 2025	Version no.	7	Page 1 of 3
File/Path name:	Z:\2 - Policies & Procedures\Word Version\FCC-Complaints Policy and Procedure v1.7.docx					

Informal complaint procedure

Step 1:

The student may contact First Choice College's Student Services Department by email rto@fcc.edu.au or by phone on 07 5689 5060 and attempt to resolve the issue within 48 hours. A written record of this communication will be recorded in the student's file in the student management system.

Step 2:

If no resolution is reached, the student may proceed to lodge a formal complaint by completing the *Complaint Lodgement Form* (at this stage, the student must refer to the formal complaint procedure below).

The *Complaint Lodgement Form* can be downloaded from the home page of First Choice College's website under Forms, Documents and Policies.

Formal complaint procedure

Step 1:

The student must submit a completed and signed *Complaint Lodgement Form* to the Student Services Department by emailing this to: rto@fcc.edu.au or by posting it to:

First Choice College
PO Box 604
SURFERS PARADISE, QLD 4217

Step 2:

The Student Services Department will immediately forward the *Complaint Lodgement Form* to the Compliance Manager for the initial review. At this stage, the Compliance Manager will email the student to let them know that their complaint form has been received.

The Compliance Manager will be responsible for responding to complaints regarding:

- training resources
- marking times
- trainer support and
- assessment decisions
- staff other than trainers
- sexual harassment
- discrimination

The Compliance Manager will email the student the outcome of the complaint within 20 business days of receiving the *Complaint Lodgement Form*.

Document name:	Complaints policy and procedure				
Issue date:	20/08/2018	Review date:	August 2025	Version no.	7
File/Path name: Z:\2 - Policies & Procedures\Word Version\FCC-Complaints Policy and Procedure v1.7.docx					

Step 3:

The Compliance Manager will record all details of the complaint in the *Complaints Register*. The following details will be noted;

- the student's full name
- receipt date of the *Lodgement Complaint Form*
- the nature of the complaint
- the outcome and/or solution offered by First Choice College
- the student's response to the outcome and/or solution offered

Step 4:

If the student is dissatisfied with the outcome and/or solution offered by First Choice College, the student may proceed to lodge an appeal (at this stage, the student must refer to the *Appeals Policy*).

Step 5:

If a resolution is not reached after all of the above steps have been exhausted, the student may forward the complaint to the Australian Skills Quality Authority (ASQA).

ASQA info line: 1300 701 801

www.asqa.gov.au

Please note: You must first follow First Choice College's internal complaints and appeals procedures before forwarding the complaint to ASQA.

Anonymous complaints will not be accepted. Each Complaint Lodgement Form must be signed.

Document name:	Complaints policy and procedure				
Issue date:	20/08/2018	Review date:	August 2025	Version no.	7
File/Path name: Z:\2 - Policies & Procedures\Word Version\FCC-Complaints Policy and Procedure v1.7.docx					