**Part A – Student or Staff Member to complete**

|  |  |
| --- | --- |
| Name of person recording the complaint |  |
| Student name and number |  |
| Course |  |
| Nature of complaint (delete as appropriate) | staff / course / clinical site / other |
| Date complaint received |  |
| Date and time of incident |  |
| Name of teacher(s) / other staff member(s) involved in the service interaction |  |
| **Details of the complaint** | |
| **What outcome / solution would the complainant wish for?** | |
| **What action was taken by the person recording the complaint?** | |
| This form is now referred to the CEO for further investigation / follow up as required. | |

**Part B – Staff member to complete only**

|  |  |  |
| --- | --- | --- |
| Date Part A received | ……../……../20……. | Part B completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Note if there are any further actions required to address the complainant’s immediate concerns? (note details of any follow up contact and actions taken including whether eternal arbitration required)** | | |
| **Note if there are there any further actions to address staff / systems concerns. (note the action taken)** | | |
| Complaint logged in system: Date: ……./……./20….. | | |
| Signed: …………………………………………………………….. Date: ……………………………………. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PART C- Students Complaints process-**meeting notes | | | | |
| **Student name** | |  |  | |
| **Issue** | |  | | |
| **Meeting date** | |  |  | |
| **Personnel involved in meeting** | |  | Minute taker/oberver | |
| **Activity** | **Supervisor/student feedback** | | | **Student feedback** |
| **Discussion/Meeting Issue** |  | | |  |
| **Other circumstances** |  | | |  |
| **Offer to student** |  | | |  |
| **Observations made by observer which may be relevant to the outcome** |  | | | |
| **Observer** |  | | | |
| **Feedback to CEO given** | y/n | | Date | |
| **Actions** |  | |  | |
| **Follow up**  **Meeting date (if required)** |  | |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| PART D – Academic Committee Review and Decision | | | | |
| Name of student |  | |  | |
| Documentation reviewed | Part A  Y/N | Part B  Y/N | | Part C  Y/N |
| Date complaint form received by Review Committee |  | | | |
| Outcome of review |  | | | |
| Action to be taken |  | | | |
| Follow up |  | | | |
| Date |  | | | |
| Signed |  | | | |

#### Student External Appeal Contacts

1. Check that student has followed the internal Complaints and Appeals process.
2. Provide student with contact details of State Training Authority.

Domestic Students (NSW)

**DET NSW**

Phone: 13 28 11

Interstate: (02) 9266 8740

Fax: (02) 9266 8590

Website: [www.training.nsw.gov.au](http://www.training.nsw.gov.au)

Postal: PO Locked Bag 53 Darlinghurst, NSW, 1300

**Consumer, Trader & Tenancy Tribunal (CTTT)**

Phone: 1300 135 399

Fax: 1300 135 247

Email: [ctttenquiries@cttt.nsw.gov.au](mailto:ctttenquiries@cttt.nsw.gov.au)

1. Provide student with a copy of the original complaint form and copies of any other relevant documents.
2. Inform the CEO who will record in the Student Complaint Register that the student intends to appeal the decision externally.

end

Spoken to person involved

no

yes

yes

no

yes

no

Appropriate to talk to person

resolved

complaint

yes

no

appeal

no

yes

yes

Complete complaint form

existing

Stage 1

Student services advises

no

Go to stage 2

Go to stage 4

Completed written complaint

yes

no

**Informal Complaints and Appeals Process**

Stage 2

At the time of provision of complaint form, the complainant is advised of what action will take place

Forward the complaint form to CEO by email immediately

File the original student file

CEO makes an entry in complaints register

Go to stage 3

CEO emails appropriate person immediately

That:

* The original will stored in student file and accessible to student on request
* The CEO will forward the complaint to the appropriate person
* That the complaint will be entered into the complaints register
* That you will be informed in writing within 5 working days of the date of the complaint being submitted
* Check the means by which the student wants to receive the written response (e.g. email or postal or personal pick up)
* ensure that all details on complaint form are completed

The appropriate person provides written response to the complainant within 5 working days according to requested means

The complaint form must reach the appropriate person as soon as possible and no later than 24 hours or the next working day.

The appropriate person may contact the complainant to confirm appropriate person’s intended action

**Formal Complaints and Appeals Process**



Appropriate person takes action designated in complaint response

Stage 3

Action completed within 20 days

Appropriate person informs complainant in writing of delay and further action, timeframe etc

yes

no

Action completed within 10 days

yes

no

Complaint is escalated to CEO or, if CEO is alleged offending party, to the Board of Governors, or, if the BoG has already attempted resolution, it is referred to an external body

Appropriate person informs complainant in writing of resolution

resolved

end

yes

no

Go to stage 4

Complainant is informed of this and subsequent action. Whoever takes over this matter becomes the ‘appropriate person’

**Complaints and Appeals Process Outcome**

Complainant informed that they may meet with the appropriate person/decision-maker to discuss the decision.

They may bring a companion of their choice with them.

Stage 4

20 elapsed since written decision received

Meet decision-maker

yes

no

Complainant meets with the appropriate person/decision-maker

resolved

end

yes

Complainant completes the Appeal Form which is submitted: by email to the QCM, to SS who forward to QCM, original in student’s file

no

no

External Appeal

QCM convenes the Appeal Panel within 10 days of written Appeal form completed.

QCM informs the Complainant in writing within 28 days of the Panel meeting.

resolved

yes

no

yes

Any action required by Panel is undertaken

Further action required

yes

no

**External Complaints and Appeals Process**

# 