

Complaints and Appeals Procedures

You have the right to enact the school's complaints procedure if you are unhappy about any aspect of your VET course. This may include:

- an administrative matter such as, the non-issue of qualifications or statements within the prescribed timeline.
- a financial matter such as non-refund of VET curriculum/subject levies.
- another person in the school (student or teacher);
- a person outside the school (eg a person at your work experience placement organisation or your school-based traineeship/apprenticeship organisation); or
- a complaint about the results of an assessment or about the way the assessment was undertaken

Students are encouraged to register any grievances or complaints with their classroom teacher in order to seek resolution. If you wish to record a formal complaint this must be done through the HOD of Senior School.

Complaints and appeals are managed by the school in a fair, efficient and effective manner. WRSHS will create an environment where student's views are valued.

Complaints arise when a student is dissatisfied with an aspect of the student's services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the student has made. Appeals can relate to assessment decisions, but they can also relate to other decisions. Students with either a complaint or an appeal will have access to an informal complaint process, or a formal complaint or appeal process.

All formal complaints or appeals will be heard and decided within 60 calendar days of the receipt of the written complaint by the school.

The [Comments] will keep a Register of Complaints which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure. Students with a complaint or appeal have access to both informal and formal procedures.

Informal Complaint

The initial stage of any complaint shall be for the complainant to communicate directly to the Trainer and Assessor who will make a decision and record the outcome of the complaint. Learners who are dissatisfied with the outcome of the complaint to the Trainer and Assessor may then communicate the complaint to the Head of Department, who will make a decision in regards to proceeding with a formal complaint or appeal process.

Learners dissatisfied with the outcome of the informal complaint may initiate a 'formal complaint or appeal' with the Head of Senior School/VET.

Formal Complaint or Appeal

Formal complaints may only proceed after the informal complaint procedure has been finalised and will follow the below procedure:

All formal complaints or appeals need to be in writing addressed to the Principal and submitted to the Head of Senior School/VET.

1. On receipt of a formal complaint or appeal the Head of Senior School/VET shall reply in writing to acknowledge receipt of the complaint, then inform the Principal.
2. The Head of Senior School/VET and the Principal will meet to discuss the complaint or appeal and either make a decision or convene an independent panel to hear the complaint; this shall be the "Complaint and Appeal Committee" and will consist of members who have not been involved in the issue to this point. It will include the Principal, a member of staff and a representative of the School community.
3. When a decision is reached this will be communicated in writing to the complainant/appellant within 60 calendar days of the complaint or appeal being received as well as being recorded on the Complaints and Appeals Register.
4. If the decision will take longer than 60 calendar days the complainant/appellant will be notified in writing of the reasons why a decision has not been reached, and provided with regular updates regarding the progress of the matter.
5. The complainant/appellant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation.
6. The relevant staff member, third party or other learner shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation.
7. The Complaint and Appeal Committee will make a decision on the complaint
8. The Complaint and Appeal Committee will communicate its decision on the complaint to all parties in writing and this will be recorded in the Complaints and Appeals Register.
9. If the complainant/appellant is still not satisfied, the Principal will appoint an independent third party (outside the school) to mediate with costs being communicated to all parties prior to commencement.
10. If the complainant/appellant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html) ; After the complaint or appeal is finalised the Head of Senior School/VET will organise a meeting of relevant parties to review the decision and outcome and evaluate the policies, procedures and strategies of the school in order to take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.