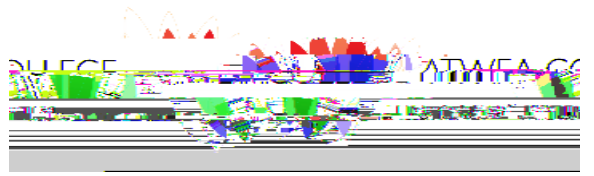


Title	Complaints Policy & Procedure		
Date of Endorsement	ô š Z u Œ î	Review Date	ô š Z u Œ î î ð
Review Panel	The Executive Director, the Principal of the School, and relevant members of the Board of Directors should be involved in the review of Policy and Procedure		
Scope	This Policy and Procedure is in relation to all matters including academic complaints and appeals in any field of education or appeals in relation to withdrawal of placement at Alesco Senior College. This policy is also not in regards to Human Resources Grievances and Complaints for internal matters. The scope includes all campuses and facilities where training conducted by Atwea Collegand applies regardless of the complainants place of residence/location and regardless of the mode of study.		

GUIDING PRINCIPLES

- x The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- x The complaints policy is publicly available.
- x There is a procedure for making a complaint.
- x Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- x Complaints will be resolved on an individual case basis, as they arise.
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- x All stakeholders have the right to express a concern problem and/or lodge a complaint will be to a minimum.
 - x Final decisions will be made by the Executive Director Atwea College or Principal of Alesco Senior College or an independent party to the complaint.
 - x The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
 - x If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.



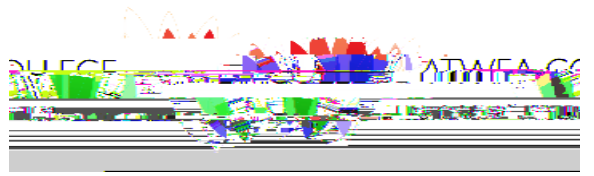
POLICY

1. Complaints at Atwea College/Alesco Senior College

Atwea acknowledges the experiences that they have been provided by Atwea.

Atwea will ensure that stakeholders have access to a fair and equitable process for expressing complaints, and that Atwea will manage the complaint with fairness and equity.

In doing



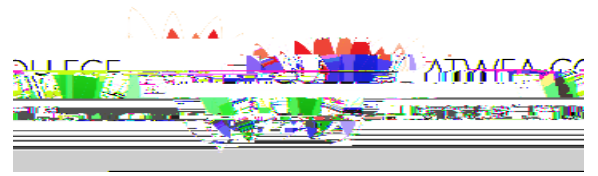
For the purposes of VET Student Loans, the VET Student Loans Ombudsman is also an external dispute resolution body to conduct investigations, and make recommendations in relation to VET loan assistance and compliance by VET providers. The VET Student Loans Ombudsman will report on its investigations and recommend that providers and others take action, or stop certain behaviour, to address identified problems and provide redress to affected students. Approved VET Student Loans providers are taken to be members of the external dispute resolution scheme (the VET Student Loans Ombudsman) for the purpose of meeting this obligation.

Students are encouraged to seek further information about how the VET Student Loans Ombudsman can assist at this stage of the Complaints process, or any other appropriate time, by visiting the website at www.ombudsman.gov.au/about/vet-student-loans-ombudsman

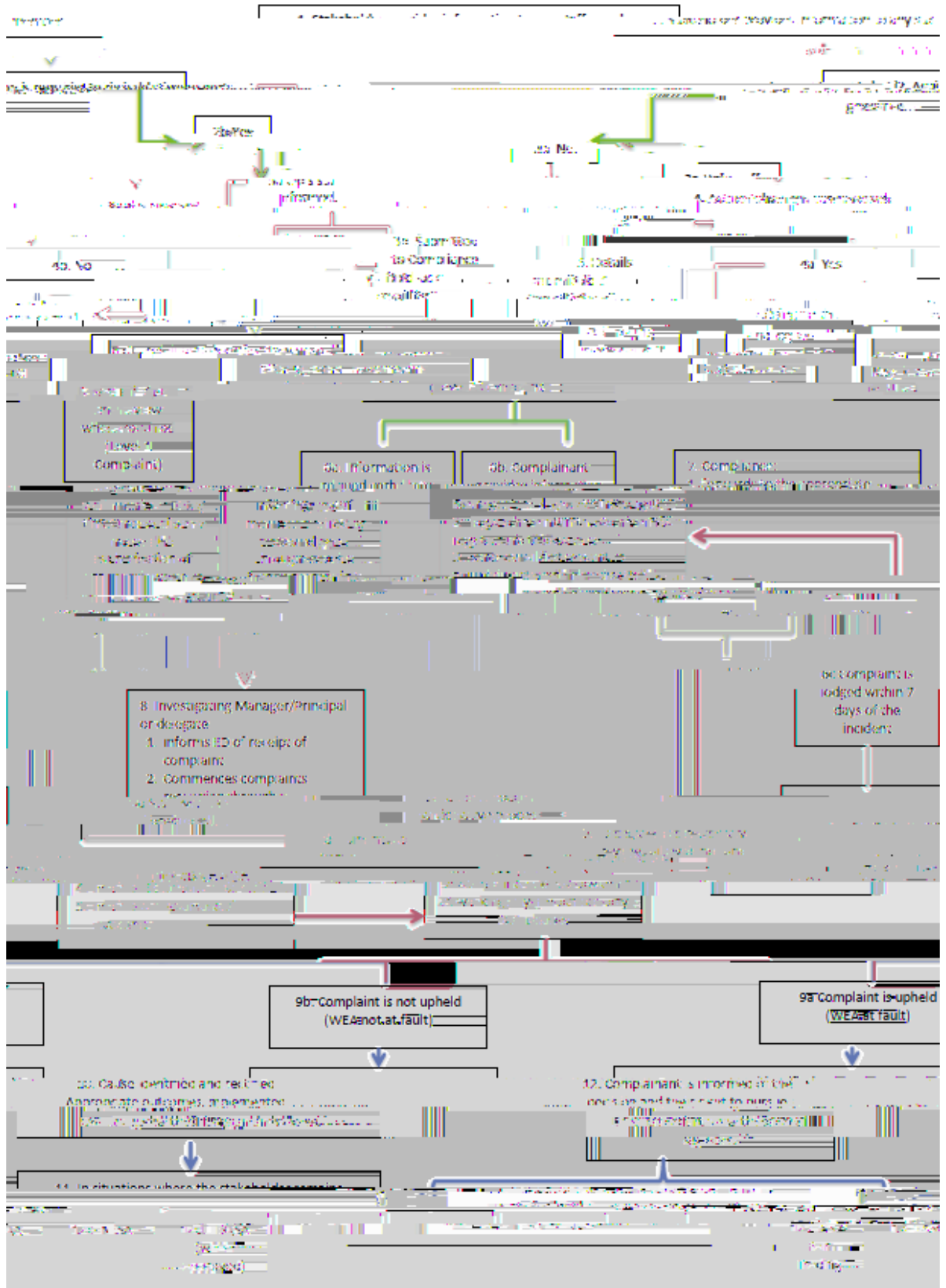
Any resolution or feedback from an external review will be fed into the processes and procedures for Continuous Improvement and policies and procedures adjusted accordingly.

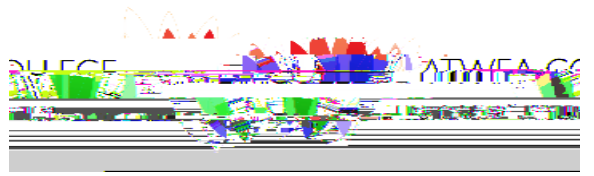
2. Grounds for feedback and complaints

1.1



PROCEDURE





1. Any staff member of the organisation should provide an element of customer service which assists the organisation address areas of concern by stakeholders.

2. Action means an act big or small taken to rectify a problem.

2a. No action means you have received information ONLY and have had to get nothing, do nothing and tell no one to fix something.

2b. means you had to DO something. You had to tell someone, find something, get something, fix something.

3. When this occurs you still need to follow up so we can ensure that we are responsive to potential issues or address unresolved underlying concerns.

3a. It is good organisational communication to let the most appropriate operational staff member know in all places so sharing of information is vital to ensuring we provide excellent quality service.

3b. The information should also be forwarded for lodging in the CI register. This is so we can check on any improvement strategies to ensure we improve for next time.

This can be done by emailing feedback@atwea.edu.au

4. This is the action you undertook (as outlined in 2b) to rectify the problem and the issue is now resolved.

4a. The actions you took resolved the problem and the complainant is now satisfied with the service provision.

4b. Action was taken but the complainant is still aggrieved and wants further action

5. Notes about the nature of the complaint, when we were informed, to whom it was reported (what actions were taken to rectify the issue are to be provided to feedback@atwea.edu.au to be logged on the

5. Reports 05/19 (what actions were taken to rectify the issue are to be provided to feedback@atwea.edu.au to be logged on the

