



STUDENT GRIEVANCE POLICY

- We will provide high quality courses and support services and will regularly review them to ensure that students are satisfied with the quality of the service we provide.
- We will respond to all complaints promptly and courteously.
- Complaints and disputes will be handled at no charge to the customer.
- All staff will receive appropriate training in the handling of complaints.
- Complaint handling procedures will be easy to understand and accessible to all, and will be publicised to customers at the point of service delivery
- All complaints which are not resolved immediately by the person receiving them will be referred promptly to the Program Coordinator or Manager.
- Complaints /disputes and their outcomes will be systematically recorded in the Complaints Register maintained by the Office Manager.
- Complaints information will be used to identify and rectify systemic and recurring problems.
- Procedures will be reviewed annually to ensure that they are effective.
- In dealing with complaints, we will uphold the principles of fairness and good practice
- All complaints and grievances are initially referred to the Manager, who mediates to resolve the situation with all parties involved. If the grievance remains unresolved, an independent mediator is engaged.
- All appeals made against decisions by Camden Haven Adult & Community Education are referred to an independent person or panel, with proven mediation negotiation skills and/or industry expertise.
- The appellant is given the opportunity to formally present their case and is provided with a written statement of outcome of their appeal and the reasons for the decision.

REFERENCES

- AQTF Framework
- Australian Standard for Complaint Handling (AS 4264-1995)
- NSW Government Policy on Adult & Community Education.
- Rights & Responsibilities of Students
- VET Assessment Appeals Form

AQTF S1

Camden Haven Community College Inc.

PREPARED/REVIEWED BY	J Troup	J Troup				
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