



ASPIRE - LEARN - ACHIEVE

BENTLEY PARK COLLEGE COMPLAINTS PROCEDURE

Any person wishing to make a complaint against how the school conducts its responsibilities as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints procedure.

The HOD Senior Pathways shall 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 will be advised, at the time of enrolment, of the complaints and appeals process and their rights with regard to complaints and appeals.

STEPS TO FOLLOW

Informal complaint:

1. The student should communicate directly with their teacher, who will make a decision, record the outcome of the complaint and feedback to the student.
2. If the student remains dissatisfied with the outcome of the complaint to the teacher, he/she may then complain to the relevant Head of Department (HOD) or equivalent, who will make a decision, record the outcome of the complaint and feedback to the student.
3. If the student remains dissatisfied the outcome of the complaint to the relevant HOD, he/she may initiate a 'formal complaint'.

Formal complaint:

Formal complaints may only proceed after the informal complaint procedure has been finalized. The complaint and its outcome (including reason for the decision) shall be recorded in writing.

1. The student must submit a written formal complaint to the Principal using the Complaints form available from the HOD Senior Pathways.
2. On receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'. The complaint committee shall not have had previous involvement with the complaint and will include representatives of:
 - a) the principal
 - b) the teaching staff
 - c) an independent person
3. The complainant (student) shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
4. The relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
5. The complaint committee will make a decision on the complaint
6. The complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.



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BENTLEY PARK COLLEGE FORMAL COMPLAINTS FORM

(To be completed by person/s submitting written complaint)

DETAILS OF THE PERSON SUBMITTING THE COMPLAINT

Name			
Postal Address			Post Code
Designation			
Phone No.		Fax No.	
Email Address			

REFERENCE DETAILS TO WHICH THE COMPLAINT RELATES

Unit/District/School	
Contact Officer	
Description	

DETAILS OF COMPLAINT

SUBMISSION OF COMPLAINT

Submitted to the Principal for official lodgment into the School's Complaints Register by:

- Posting to: The Principal, Bentley Park College, PO Box 289
Edmonton 4869 or
- Facsimile to the following number: 07 4040 8100 or
- In person to Bentley Park College

_____ Signature Of Complainant	____/____/____ Date
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