



GRIEVANCE and COMPLAINTS POLICY

Disputes may arise regarding the quality of service provided by Community College – Northern Inland Inc. This may include, but is not limited to, course content, teaching practices, presentation, venue, course fees and marketing information.

Community College – Northern Inland Inc. and its staff will attempt to establish an atmosphere of trust and open communication with students and the community so that any grievance is dealt with in a constructive manner.

Any consumer grievance will be taken seriously and dealt with promptly in order to resolve the issue.

The Executive Officer is the designated Customer Protection Officer. Their role will be to ensure all complaints and grievances are handled in accordance with the College policy, the procedure is followed to achieve a satisfactory outcome for the student and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.

Contact details are;
Executive Officer
Community College-Northern Inland Inc
Phone 02 67821221 Email eo@communitycollegeninsw.edu.au

All consumers have the right to have an independent advocate act on their behalf or to support them while the grievance is being resolved.

All grievances will be recorded in consultation with the consumer and confidentiality will be maintained by all parties.

All grievances and complaints will be used as a mechanism to review and improve our service and procedures will be amended if needed.

All Grievances and Complaints will be reported by the Executive Officer and Program Coordinators in their reports to the Management Committee

The Executive Officer will also record the grievance and complaint in the Continuous Improvement Plan if any further action is required.

If a student feels matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at:
<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>



Grievance and Complaints Procedure

- 1 In the first instance attempts will be made to resolve the issue to mutual satisfaction locally and informally.
 - 1a Verbal acknowledgement or an update must be given to the complainant within 1 working day of receiving the complaint
 - 1b There must be ongoing communication with the complainant, relevant to the progress towards resolution
 - 1c Completion of the Grievance and Complaints Form must be made as soon and practicable after receiving the complaint. A copy must be;
 - sent to the Executive Officer
 - retained in the local College office
 - reference must be included in the next Program Coordinator's report to the Management Committee

- 2 If the dispute is not resolved at an informal level the following process should be followed;
 - 2a Involve the Executive Officer and again an attempt will be made to resolve the issue to mutual satisfaction informally within 24 hours
 - 2b The client will be informed the College has a grievance policy and procedure. This is available on the College website, in the VET Student Handbook or will be made available to client on request.
 - 2c The client is to write a letter outlining the complaint and send it to the College President.
 - 2d The President shall acknowledge the letter by phone, within 48 hours, and attempt to resolve the grievance and reach a verbal agreement. The client may use the services of an independent advocate at this time.

If unsuccessful;
 - 2e The President will acknowledge receipt of the complaint in writing and advise the complaint will be brought to the next Management Committee meeting of the College for decision. The date of the next meeting will be included in the letter.
 - e) The clients' written complaint will be considered at the first committee meeting after receipt of the complaint
 - f) The client will be notified in writing, by the President, of the decision of the Committee in regard to the complaint.
 - g) The client has the right, if still not satisfied, to refer the complaint for mediation by an independent third party
 - to a Community Justice Centre or
 - to the NSW Office of Fair Training or
 - The Department of Education and Communities, State Training Services, Customer Support Centre at Tamworth Regional office Noel Park House,



- Marius St Tamworth Tel: (02) 6755 5083 or
- NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at:
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and the College will accept the decision of the process

- 3 Consumer complaints will be reviewed at each Management Committee meeting of the College as part of its review of service, customer satisfaction and continuous improvement

Ref Complaints Record Form
 Collective Employee Agreement Grievance Procedures