

Students / Apprentice Complaints

The principles that apply to parental complaints also apply to complaints and concerns from students / apprentices.

There are, however, differences in approaches. One important difference from the handling of parental complaints is that student/apprentice should be able to raise concerns with any member of staff with whom they feel comfortable, whether it is with a Facilitator, a member of the support staff, the WACE Manager, RTO Manager, or the Student Counsellor.

In more complex situations, once the matter is resolved, the outcome should be discussed with the student / apprentice by the Student Counsellor. To make sure that it is fully understood, a written record may be shared.

Complaints that appear trivial still need to be handled seriously. Young people may test the complaints procedures on relatively minor issues before finding the confidence to raise something serious, such as bullying.

If the issue is a serious one, or if exploration of it is taking time, a student may need support from another student or mentor. Students should be encouraged to choose a person with whom they feel comfortable to provide support.

Complaints, and ways of dealing with them, will be explained to students / apprentices.

Any Problems, Complaints, or Suggestions?

If so, the College would like to hear.

How do I make a complaint?

- By talking about it – or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

To Whom?

- Facilitation staff
- Student Counsellor
- Management staff
- Any staff member you feel comfortable speaking to

Does it matter what the issue is?

- No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

What will happen next?

- If possible, the staff member will deal with it in person. If not, he or she will go on your behalf to someone who can help.

Do others have to know?

- If you are worried about confidentiality, tell the staff – they will understand.

Even if you find the issue hurtful or embarrassing, don't worry – it will only be discussed by staff who can help you.