

Key Principles

The key principles for handling a complaint at the Australian Trades College WA Ltd are;

- ◆ The College is open to concerns of parents, students and the general public
- ◆ Complaints are received in a positive manner
- ◆ Parents and students can expect complaints to be taken seriously and can approach any member of staff about their concerns
- ◆ Concerns are dealt with speedily and those who have raised them are kept informed about the progress
- ◆ It is not acceptable for students to receive adverse treatment from any member of staff because they or their parent have raised a concern
- ◆ Confidentiality is respected and maintained as far as practicable
- ◆ Resolution to the issues is sought