



COMPLAINTS AND APPEALS POLICY

ATTACHMENT 1 COMPLAINTS PROCESS

Hunter Trade College aims to ensure that any complaint regarding our services is taken seriously. We will ensure complaints are dealt with confidentially, impartially and within a prompt manner.

Who can make a Complaint?

Any stakeholder of the College including staff, students and their parents or guardians, visitors, contractors, suppliers or service providers can make a complaint about any service or incident they feel needs to be investigated and resolved and/or improved.

Members of the public may also lodge a complaint regarding any aspect of the College that affects them.

What is a Complaint?

A complaint is when you tell us you are not happy or are dissatisfied with an incident that has occurred or a service we have provided (or perceived to have failed to provide), for example:

- If we provide incorrect information,
- If you receive poor service,
- If you are concerned or dissatisfied with a member of staff,
- If you are concerned about the way you or your son/daughter has been treated.
- If you have a complaint about your work or workplace.
- If you have a complaint about training delivery or an assessment decision made by the RTO or a third party.
- If you have a disagreement or concern about College fees or account payments.

Some complaints are dealt with by a specific policy requirement such as work health and safety or student safety, employee working conditions, whistle-blower or child protection related complaints.

How do I go about making a complaint?

You can report your complaint in any of the following ways:

- In person at the College,
- Via phone on 49322400,
- By email at admin@htc.nsw.edu.au,
- Use the Complaints Form available on our intranet or website.
- By letter mailed to the College, P.O. Box 254 Maitland 2320
- Via our website at www.htc.nsw.edu.au

Regardless of the nature or method of reporting your complaint you will be required to provide your name, address and contact phone number.

Who do I direct my Complaint to?

You can report your complaint to the College Reception Office, and they will direct you to the best person to assist in resolving your complaint. If you wish, you can request to speak to a College Officer directly regarding your complaint.

Complaint type	Refer complaint to:
Accounts	Finance Officer or Accounts/Payroll Officer
Child Protection	CEO
Complaint against CEO or between CEO and Executive	Board Chair via the HR/WHS Officer
Complaint Review (appeal) request	CEO
Contractor Misconduct	Business Manager
Customer Service - College	CEO
Customer Service – RTO	RTO Manager
Discrimination, EEO, Harassment or Bullying	Assistant Principal (Student complaints) CEO or HR/WHS Officer (Staff complaints)
Student complaint regarding HSC subject	HSC Co-ordinator
Student appeal against VET assessment decisions	VET Co-ordinator
Staff Misconduct	CEO
Teacher Accreditation	Teacher Accreditation Authority (ISTAA) via the HR/WHS Officer
Work Placement	Industry and Community Liaison Officer

If the nature of your complaint is covered by a specific policy area you will be provided with a copy of the policy and the resolution process outlines to you.

What will happen when I make a Complaint?

1. ***Your Complaint will be acknowledged and investigated***

The College will provide a written acknowledge of your complaint within 7 calendar days of receiving the complaint, confirm who will be handling your complaint and outline the process for resolving your complaint. Resolution processes may include organising a meeting to discuss the matter, organising a mediation, or commencing an investigation.

2. ***A response will be provided***

The College will endeavour to provide a resolution to your complaint within 21 calendar days of the complaint being made. If the matter is not resolved within 60 days and is related to the College RTO, you will be kept informed of the circumstances and progress.

3. ***Review/Appeal Process is Available***

If you are not satisfied with the outcome/resolution of your complaint, you can apply to have your complaint and outcome reviewed. Your request to review/appeal the outcome must be submitted in writing to the CEO within 7 calendar days.

4. ***Final Response***

The CEO will respond to your request to review the outcome of your complaint within 14 calendar days of receipt of the request to review/appeal.

Any person making a complaint is reassured that the College will ensure that no person suffers victimisation of bullying because of making a complaint or a person's involvement in the investigation of a complaint.

If you have any questions regarding the Complaint policy or process, please contact the College on 49322400.