

POLICY NUMBER: SSCPOL016:3**POLICY TITLE: Student Complaints**

Supersedes: SSCPOL016:2 (Manual 5B.32)

Release Date: January 2020

Review Date: January 2021

1.0 PURPOSE AND SCOPE

“The School’s policies which are made from time to time are made pursuant to the requirements set out in section 47 of the [Education Act 1990 No 8 \(NSW\)](#) and of the NSW Education Standards Authority (NESA) requirements for registration of the school.”

Skillset Senior College Limited (SSC) views complaints, grievances, compliments and other constructive feedback as ways of creating opportunities for the College to improve its services and prevent future problems. All complaints and grievances are taken seriously and the College aims to deal with them in a timely and effective manner.

This policy applies to all SSC Staff, students and any affiliated members of the College.

2.0 DEFINITIONS

Complaint - A grievance, expression of dissatisfaction or formal allegation.

3.0 REFERENCES

- 3.1 [Child Protection \(Prohibited Employment\) Act 1998 \(NSW\)](#)
- 3.2 [Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)](#)
- 3.3 [Commission for Children and Young People Act 1998 \(NSW\)](#)
- 3.4 [Ombudsman Act 1974 \(NSW\)](#)
- 3.5 [Anti-Discrimination Act 1977 No 48 \(NSW\)](#)
- 3.6 [Disability Discrimination Act 1992 \(Cth\)](#)
- 3.7 [Disability Standards for Education 2005 \(NSW\)](#)

4.0 POLICY

Under the Ombudsman Act 1974 (NSW) Students have the right to complain or report any misgivings at any time. There are various categories of complaints that can be received or made and these include:

- Protection of Children and Young people (in relation to the [Child Protection \(Prohibited Employment\) Act 1998 \(NSW\)](#), [Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)](#) , and [Commission for Children and Young People Act 1998 \(NSW\)](#))
- Teacher Accreditation Authority (TAA) Process
- Anti-Discrimination
- Other alleged breach of Legislation, Policy, Procedure or Contract
- Other Suggestions, Complaints or Disputes

PART A: Complaint, Suggestion, or Dispute (Student, Caregiver or other Community member)

A suggestion and/or complaint can be lodged by any person who is a user or potential user of SSC services including a student, a parent or caregiver or other community member. The suggestion or complaint can be about any aspect of the service provided or not provided, the behaviour or decisions of staff, or about workplace practices, policies or procedures.

Authorised by: Abbey Barrett

Position: Head of College

Date: January 2020

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Complaints should be forwarded in writing to the SSC Head of College. If the complaint is in regards to this person, or the SSC Head of College deems it necessary, the complaint should be forwarded to the Chairman of the Skillset Senior College Limited Board.

Following investigation, attempts should be made to resolve the problem at the earliest possible opportunity.

A suggestion, complaint or allegation should be made in writing. Assistance will be provided to put the matter in writing, if needed. A complaint must include the complainant's name and signature, together with sufficient details and supporting evidence for the complaint to be investigated and substantiated.

Upon Receiving a Complaint and/or Grievance:

- After the complaint has been received by the SSC Head of College they then decide on the appropriate action to take
- The nature and outcome of the complaint investigation and resolution should be recorded.

Addressing Complaints:

- Matters concerning the classroom will be dealt with in the first instance by the teacher in charge of that class, in all possible circumstances. If this does not lead to a satisfactory resolution of a situation, then the student can escalate the complaint to the relevant SSC Campus Co-ordinator, or the SSC Deputy or Head of College as appropriate.
- Matters involving a staff member will be handled by that person's supervisor.

PART B: Concerns about the Teacher Accreditation Authority's (TAA) accreditation process

This process is used for raising and responding to concerns about the Teacher Accreditation Authority's (TAA) accreditation process by teachers and other stakeholders in the process.

In most cases the person raising the concern will bring the matter in writing, to the TAA Authorised Delegate, and if that person is the cause of concern, then the matter should be raised with the TAA Prime Authorised Delegate.

If the Prime Authorised Delegate is the cause of the concern, then the matter should be addressed to the Chairman of the Skillset Senior College Board.

Authorised by: Abbey Barrett

Position: Head of College

Date: January 2020