



Saint Mary's Catholic College

Complaints and Appeals Process for VET

You may approach the College if you are dissatisfied with any aspect of your VET program. This includes:

- An administrative matter such as, for example, the non-issue of qualifications/ statements within the prescribed timeline;
- Another person in the school (student or teacher);
- A complaint about any aspect of the course or its delivery;
- A complaint about the results of an assessment or about the way the assessment was undertaken.

Process

This is the process to follow:

- a) You should discuss the matter with a teacher or person in authority with whom you feel comfortable
- b) If this person does not consider the matter to be particularly serious, or where your complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment, etc), and you feel comfortable to do so, you will be encouraged to raise your complaint directly with the person concerned. You can ask for another teacher, of your choice, to be present when you do this.
- c) Where you do not feel comfortable about doing this, or where the matter is of a more serious nature, you will be asked to put the complaint in writing
- d) If the complaint is about another student, the matter will then be handled by the VET Coordinator or Guidance Officer. If the complaint is about a member of staff, it will be handled by the Principal.
- e) If the complaint cannot be resolved by the above procedure, then an independent party will be retained to review the complaint.
- f) If the complaint will take longer than 60 calendar days to process and resolve, then you will be advised in writing of this and regular updates will be given on the progress of your complaint.
- g) The person handling your complaint will:
 - tell the person you are complaining about, about the complaint. He/she will be given the opportunity to present their understanding of the matter;
 - ensure that only those people who need to know about the complaint are involved/informed;
 - give you written advice about the outcome and the reasons for it.