

## COMPLAINT AND APPEAL FORM (CAF)

Please use this form for lodging a complaint or appealing against a procedure/decision by the college authorities

<input type="checkbox"/> Complaints	<input type="checkbox"/> Appeal			
<input type="checkbox"/> General	<input type="checkbox"/> Assessments	<input type="checkbox"/> Fees	<input type="checkbox"/> Staff	<input type="checkbox"/> Others

### Information for complainants

- You can lodge this complaint and Appeal form **at the reception desk or mail the form to the Chief Executive Officer** of Salford College. Alternatively, you can lodge a complaint with the Student Support Officer. Or send the form via email to **admin@salfordcollege.edu.au**
- We will investigate your complaint within 10/20/40 working days depending on the complexity of the issue.
- The Student Support Officer may contact you to further clarify your complaint
- You will be notified of the outcome of the investigation and any further steps you can take no later than 20 working days after the complaint has been received.
- You may contact the Student Support Officer to obtain information about the stage of the complaint

### 1. Personal Details

(Fields marked with an \* must be completed)

Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Male	<input type="checkbox"/> Female
Last Name	<input type="text"/>					
First Name	<input type="text"/>					
Student Id No.	<input type="text"/>					
Mobile No.	<input type="text"/>	Email Address	<input type="text"/>			

### 2. Contact Details

What is your mailing address?	<input type="text"/>	
State	<input type="text"/>	Pin Code <input type="text"/>
Day Time Contact No.	<input type="text"/>	
Mobile No.	<input type="text"/>	

### 3. Complaint Details

\*Does your complaint involve behaviour by a staff member?  Yes  No

\*Have you reported your complaint to any other agency?  Yes  No

If yes to whom

\*Have you lodged a complaint about this issue before?  Yes  No

If yes, when

### 4. Complaints Summary

Please outline the reasons for your complaint. If necessary, attach an extra page to outline the complaint. Any documentation that supports your complaint should also be provided (copies only).

What is the desired outcome for this complaint? (from you)

### 5. Acknowledgement

All of the information provided is true and correct to the best of my knowledge.

Signature

Date

I am willing to provide additional feedback to the Student Support Officer if required.

Yes

No

### 6. Privacy Notice

Our commitment to you:

We will only use the information provided on this form to resolve your complaint. We will usually provide the information you give us to other divisions within this organisation that may have information relevant to your complaint so that it can be managed fairly.

Your personal information will not be provided to any person you are complaining about, unless it is specifically required to ensure your complaint is appropriately dealt with. None of the information you provide on this form will be disclosed outside of the business without your permission, unless we are required to do so by law.

**7. Office Use Only**

\*Receiving officer  CAF#

Position  Date

Complaint Lodged

Telephone  In Person  In Writing  Email

Complaint analysed with (names):

Date

Proposed actions (attached) communicated to student:

Via mail  In Person  Other Date

Student's response to proposed actions:

Accepts and agrees **(File copy in Student's personal file / Produce CIR to prevent event from reoccurring)**

Takes further action **(Student Support Officer contact student within 5 working days to guide student)**

Attach further notes

## Salford College Complaints and Appeal Fact Sheet

Please use Complaints and Appeal form to lodge a complaint against a decision, process and procedure of the college, staff member or to lodge an appeal against a result and assessment.

### Principles

Any complaint will be handled fairly, recognising the rights of both the person making the complaint and the College and person against whom the complaint is being made. All parties concerned will be treated with courtesy and appropriate confidentiality will be maintained.

In the interests of providing the most effective and timely means to address concerns most complaints should be dealt with as close to the source as possible and involve the people most directly concerned unless the complaint is about a person concerned.

The College will respond to complaints in a timely manner and ensure the client is kept informed of progress in the resolution of the complaint and of any undue delay. In any event, the process:

1. Must commence within 10 working days of the formal lodgement of the complaint;
2. Standard complaints should be resolved within 20 working days; and
3. Complex complaints may take longer to resolve albeit a target of 40 working days applies.

The College will be transparent and accountable in relation to client complaints by ensuring information about the procedure is widely available and by informing stakeholders about feedback received and actions taken to improve services resulting from analysis of feedback.

At any point a complaint may be withdrawn by the complainant.

All staff members are aware of this process and procedure.

The College will collect data and maintain records of complaints received and their outcomes. These will be analysed by Management as a standard agenda item at Management Review Meetings and also assessed annually as part of the College's continuous improvement strategy.

All documentation relating to student complaints will be forwarded to the Quality Assurance Officer to be registered within the Institute Complaints Register and filed appropriately.

Where a student chooses to access the complaints and appeals processes the student's enrolment must be maintained pending the outcome. However, if the complaint is vexatious or trivial the chief Executive officer can intervene and refuse to proceed further.

Where any complaint handling or appeal process results in a decision that supports the student, the College must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

This policy and procedure is available to all academic staff in the Staff Handbook and to administrative staff on the Salford College intranet and all staff is trained in the application of the policy and procedures. This policy and procedure will also be made available to all prospective and enrolled students on the Salford College website and addressed during any orientation program. It is also available through student administration or the Student Support Officer.

Details of all complaints and appeals (grievances), whether informal or formal, and whether academic or non-academic matters, are recorded and stored in the Complaints Register in the Chief Executive Officer's office, and in the student's file(s). These records will be treated as confidential, retained for five years and parties to the grievance process can have appropriate supervised access to these records.

Please read the complaint policy and appeal flow chart for further details.

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