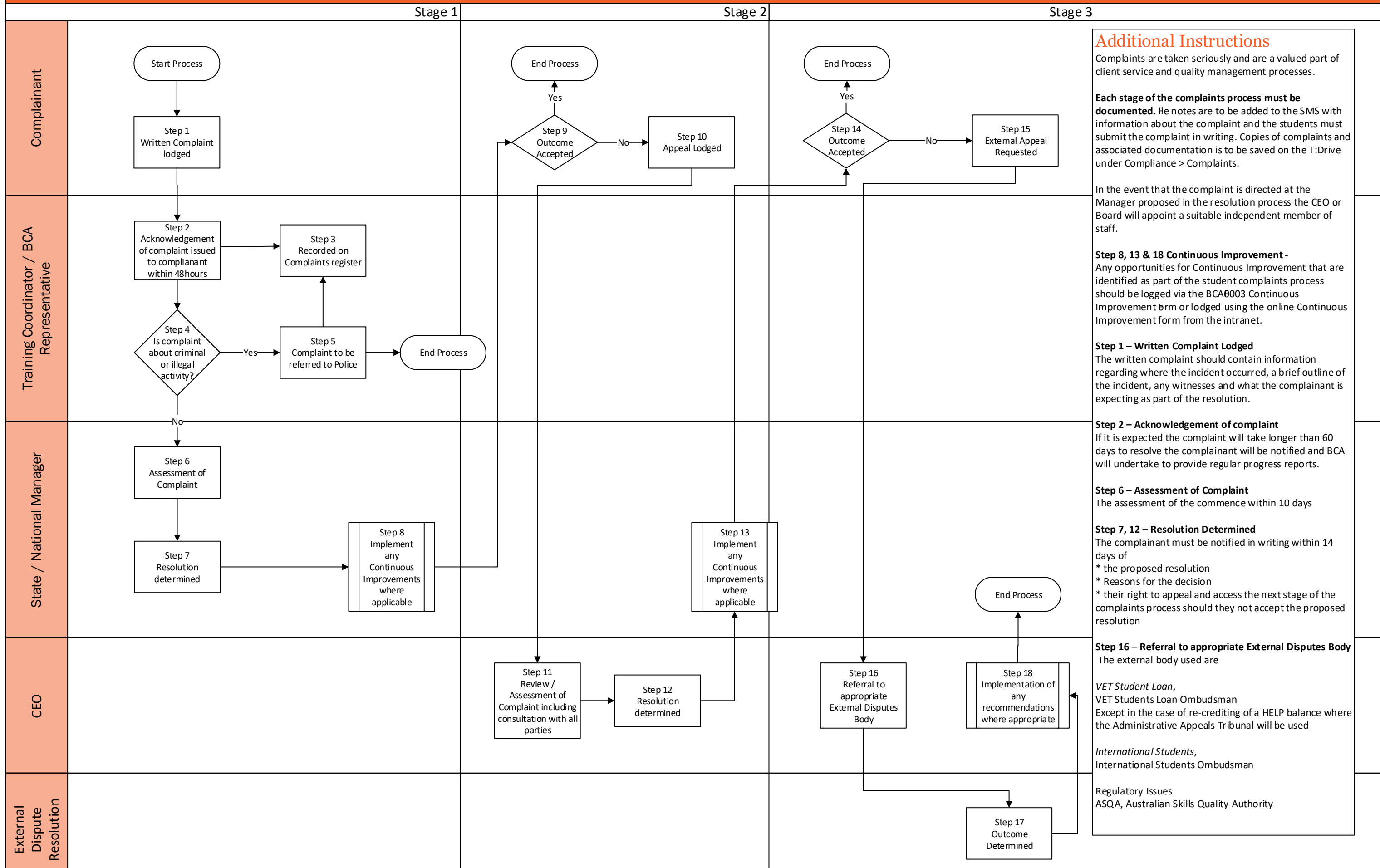


P0017 Formal Complaints Process



Additional Instructions
 Complaints are taken seriously and are a valued part of client service and quality management processes.
Each stage of the complaints process must be documented. File notes are to be added to the SMS with information about the complaint and the students must submit the complaint in writing. Copies of complaints and associated documentation is to be saved on the T:Drive under Compliance > Complaints.

In the event that the complaint is directed at the Manager proposed in the resolution process the CEO or Board will appoint a suitable independent member of staff.

Step 8, 13 & 18 Continuous Improvement -
 Any opportunities for Continuous Improvement that are identified as part of the student complaints process should be logged via the BCA003 Continuous Improvement form or lodged using the online Continuous Improvement form from the intranet.

Step 1 – Written Complaint Lodged
 The written complaint should contain information regarding where the incident occurred, a brief outline of the incident, any witnesses and what the complainant is expecting as part of the resolution.

Step 2 – Acknowledgement of complaint
 If it is expected the complaint will take longer than 60 days to resolve the complainant will be notified and BCA will undertake to provide regular progress reports.

Step 6 – Assessment of Complaint
 The assessment of the commence within 10 days

Step 7, 12 – Resolution Determined
 The complainant must be notified in writing within 14 days of
 * the proposed resolution
 * Reasons for the decision
 * their right to appeal and access the next stage of the complaints process should they not accept the proposed resolution

Step 16 – Referral to appropriate External Disputes Body
 The external body used are

VET Student Loan,
 VET Students Loan Ombudsman
 Except in the case of re-crediting of a HELP balance where the Administrative Appeals Tribunal will be used

International Students,
 International Students Ombudsman

Regulatory Issues
 ASQA, Australian Skills Quality Authority

Process Name: Formal Student Complaint/ Grievance Process
Process Reference: P0017
Version: 2
Documented By: Justine Steward
Created On: 10/04/2013
Modified On: 18/04/2017

Description:
 This process map details the process to be followed in the event of a formal complaint

