

# Student Complaints Procedure

Perth Creative Studio

63 Grantham Street, Wembley, WA 6014

M: 0427 481 876

	Grounds for complaint:	Complaint must be made to the:	Complaint must be provided with:
<b>Stage 1 – Implementation of Procedure</b>	<p>Complaint made against another individual:</p> <ul style="list-style-type: none"> <li>- Must be provided with a copy of complaint, any documents supporting complaint, and copy of complaints procedure.</li> <li>- The same material must be provided to both parties at least 2 working days prior to meeting with College Manager.</li> </ul>	<p>Front office administration in the first instance. Then the College Manager will be notified of the complaint.</p> <p>Acknowledgement of complaint will be made by the College Manager within 5 working days of submitted complaint.</p> <p>The Complaint Form will be recorded in a Complaints Register using the student number as the identifier.</p> <p>College Manager will meet with student to discuss complaint. Meeting minutes must be taken and signed by parties to the discussion.</p>	<ul style="list-style-type: none"> <li>- Date of complaint.</li> <li>- Date of incident.</li> <li>- Detailed description of complaint.</li> <li>- Name of student making complaint.</li> <li>- Contact details of the student making the complaint.</li> <li>- Description of any action the student may have already taken to resolve the matter.</li> <li>- An indication of the student's desired outcome.</li> <li>- Any supporting documents to complaint.</li> </ul>
<b>Stage 2 – Formal meeting (procedure continued)</b>	<p><b>For complaint submitted in Stage 1:</b> Meetings convened by the College Manager will be conducted in accordance with principals of natural justice.</p> <p>All parties will be:</p> <ul style="list-style-type: none"> <li>- Given time to prepare their case and be heard.</li> <li>- Parties may create written or oral submissions.</li> <li>- Parties may bring a support peer.</li> </ul>	<p><b>For complaint submitted in Stage 1:</b> Aim:</p> <ul style="list-style-type: none"> <li>- Resolve student complaints speedily.</li> <li>- Provide prompt resolution while providing for independent mediation should the matter not be resolved at first review.</li> <li>- To encourage supervisors to institute process improvements where necessary to remove the possibility of similar complaints.</li> </ul> <p>All parties to the complaint are to be given full and detailed reasons for any decision made in relation to the complaint, including how the decision was reached. This will be recorded using the Complaint Trace Form.</p>	<p><b>Complaints Management:</b> All student complaints will be handled in a way that:</p> <ul style="list-style-type: none"> <li>- Assists the parties to a satisfactory outcome.</li> <li>- Is fair, efficient and in accordance with principles of natural justice.</li> <li>- Treats complaints with appropriate severity and confidentiality.</li> <li>- Facilitates early resolution as close to the source of the problem as possible.</li> <li>- Provides Perth Creative Studio the means to identify ways of improving the services it provides.</li> </ul>

# Student Complaints Procedure

Perth Creative Studio

63 Grantham Street, Wembley, WA 6014

M: 0427 481 876

<b>Exclusions</b>	<p>This procedure does not apply in respect of matters which are addressed by other Perth Creative Studio policies and procedures such as:</p> <ul style="list-style-type: none"><li>- Harassment/Sexual Harassment.</li><li>- Discrimination.</li><li>- Code of Conduct.</li><li>- Academic appeals.</li></ul>	<p><b>External Complaints Procedure:</b> Perth Creative Studio encourages that students with complaints about PCS's programs or processes will make use of internal procedures before approaching external bodies.</p> <p>External avenues of redress for complaints include:</p> <ul style="list-style-type: none"><li>- The State Ombudsman.</li><li>- Ministry of Fair Trading.</li><li>- The Equal Opportunity Commission.</li></ul>