



OPERATED BY: GEELONG ASSOCIATION FOR PARENT-CONTROLLED CHRISTIAN
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COMPLAINTS POLICY

Intent

Covenant College Trades Skills Centre (TSC) is committed to providing a safe and supportive work environment where everyone is treated with respect, fairness and dignity. The aim of this policy is to provide clear guidelines to support Covenant College TSC in dealing with and resolving concerns that students, parents/guardians or teachers may have in relation to any issue relating to the Covenant College TSC.

For the purposes of the policy:

- a 'concern' is an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation; and
- a 'complaint' is an expression of grievance or resentment where the complainant is seeking redress or justice.

If the complainant is unsure about where to lodge a complaint, they should contact the Trades Skills Centre Manager. In the first instance, concerns should be directed in writing to the Covenant College Trades Skills Centre Manager (contact details can be found in the **Student Handbook** available on the Covenant College website).

Complainants can seek the services of an advocate when they feel they are unable to express the concerns clearly. An advocate can be a friend or someone who is available through an appropriate support organisation.

Parent/Guardian Concerns and Complaints about a Student/Students

Parents'/guardians concerns and complaints most commonly relate to:

- the management of an incident between students at school;
- the progress of their child within their course of study;
- medical related issues; and
- general behavioural issues.

COMPLAINTS PROCEDURE

Students, Parents/Guardians and VET Coordinators are entitled to submit a complaint when they are concerned about a particular issue relating to the Trades Skills Centre. The process for doing so is outlined in the following steps:

1. Attempt to resolve the matter informally with the course teacher.

2. If this matter is not resolved, make an appointment to speak with the Covenant College Trades Skills Centre Manager via email.
3. If the matter is still not resolved you should complete the **Complaints Form** (found on the Trades Skills Centre Covenant College website).
4. If the matter relates specifically to coursework/assessments or the issuing of the qualification, you should then **contact Gordon TAFE** (qualityassurance@gordontafe.edu.au) and speak with the relevant VET in schools Coordinator.
5. If the matter is not course related you may take a copy of the completed form for your records and hand in the original **Complaints Form** to the Covenant College Principal (this can be done through the Covenant College Office) no later than 30 days after the original discussion took place. A written response will be provided within 10 working days after submission of the **Complaints Form**. It may be necessary for the Principal to carry out further investigations and once all of the relevant facts have been established, a decision will be made and parents/guardians will be informed of this decision in writing.

Expectations of Communication Relevant to All Concerns and Complaints

We expect that all parties will, when addressing concerns and complaints:

- Maintain confidentiality.
- Acknowledge that their common goal is to achieve an outcome acceptable to all parties.
- Act in good faith and in a calm and courteous manner.
- Show respect and understanding of each other's point of view.
- Recognize that all parties have rights and responsibilities which must be balanced.

Documenting a Complaint

Covenant College will record the following details of all formal complaints received:

1. Name of complainant.
2. Date the concern was expressed.
3. Brief description of the concern or complaint.
4. Action taken on concern or complaint.
5. Any recommendations for future improvements in Covenant College's policy or procedure.

Students, Parents/Guardians and VET coordinators will be provided with a completed complaints form, outlining the action(s) taken by the Covenant College Trades Skills Centre as a result of their complaint.