

HOW TO MAKE A COMPLAINT



ISSUES OR CONCERNS

Speak with the person functionally responsible to discuss your issue or concern
(refer to *Who Do I Talk to Chart*, available on request from College Office)



1. MAKE A COMPLAINT

If issue/concern is not resolved, make a complaint, including as much detail as possible, in the following manner:

- a) Via an email (admin@scc.wa.edu.au) or letter;
- b) By a Complaints Form (available on the College website, or by request from the College Office)
- c) By a member of staff taking down a complaint on a Complaints Form or on behalf of a third party

** Complaints regarding the Principal should be directed to the GCCSA Board Chair (see Complaints Policy) **

2. PRINCIPAL (or GCCSA BOARD CHAIR) FOLLOWS COMPLAINTS PROCEDURE

Records complaint in Complaints Register, assesses issue, arranges meetings as necessary.

3. RESPONSE

Within 3 days of complaint being made, Principal (or GCCSA Board Chair) contacts complainant to advise action steps to be taken. Outcomes to be recorded in Complaints Register.

4. FURTHER ACTION

Complainant may contact GCCSA Board Chair if issue not resolved by Principal.



ISSUE RESOLVED?

YES

NO

END

ISSUE RESOLVED?

YES

NO

END

Complainant may request meeting with Independent Mediator

ISSUE RESOLVED?

YES

NO

END

Complainant may request meeting with Legal Representative

END OF PROCEDURE
Outcomes to be recorded in Complaints Register for each process

