



## Complaints and Suggestions Form

**ICCC is committed to providing a fair grievance, complaint or suggestion process.**

Students, employers and any other relevant stakeholders are able to lodge any grievance, complaint or suggestion with the College, which are acted upon by the College in a fair and equitable manner.

To the extent possible, consistent with the determination of a grievance, complaint or suggestion and fair investigation, a person or persons handling or involved in a complaint must respect the confidentiality of information supplied, and must proceed on the assumption, unless the contrary appears, that any information supplied is intended to remain, confidential.

The College will take appropriate action in respect of each grievance, complaint or suggestion. Victimisation of a staff member or students who makes a grievance, complaint or suggestion under these procedures will be treated with the utmost seriousness by the College.

- **Definition of a grievance** - A grievance is an informal complaint that a student has in relation to an action or decision taken (or not taken) by the College that the student considers unreasonable, for example, unreasonable management decisions.

A grievance should be addressed as soon as practicable to ensure unnecessary escalation of a formal complaint. ICCC staff will clarify the problem as perceived by the person to advise of the options available to them (including options for submitting a formal complaint) and to ensure the person is provided with support and advice to decide whether, and if so, how they wish to proceed with the complaint, or advised of any continuous improvement opportunities following the information provided.

Early resolution of grievances will negate the need for any formal complaints. In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. This is often achieved through an informal meeting or discussion with the parties involved in the dispute. Early resolution is a priority for ICCC and is sort in the first instance related to all grievance handling.

- **Definition of a complaint** - A complaint is generally negative feedback about services or staff which has not been resolved locally. Complaints may be made by any person but are generally made by students and/or employers.
- **Definition of a suggestion** – A suggestion is generally made where a below expectations or negative experience may propel a student, employer or other relevant stakeholder to identify an area of concern and offer alternate solutions that to the student 'make sense'.

Frequently, grievances, complaints or suggestions will expose weaknesses in the training and assessment system that can flow into the continuous improvement system for the betterment of the training program.

### **Complaints Handling Process**

- A complaint must be made as soon as possible but not later than twelve months after the alleged dispute occurred unless good and sufficient reason for consideration after this time can be established. Any complaint must initially be dealt with by those College staff members with designated responsibility for complaint resolution with provision for resolution at higher levels of authority if necessary.
- Persons handling complaints should cease handling a complaint if there is a possibility of bias or conflict of interest. Complaints should be handled fairly and impartially, and the complainant and the respondent should be given the opportunity to present their cases.
- The complainant must be responded to in writing within 7 working days of its receipt
- A written record of all complaints is to be kept by ICCC including all details of lodgement, response and resolution.
- A complainant will be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint is to commence within 30 working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant will be provided with a written statement of the outcome, including details of the reasons for the outcome.
- The complainant is to have the opportunity for a person or a body that is independent of ICCC to review his or her complaint following the internal ICCC complaint or appeals process.
- ICCC shall maintain the enrolment of the complainant during the complaint process.
- Decisions or outcomes of the complaints process that find in the favour of the student shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. A decision to release information to third parties can only be made after the complainant has given permission for this to occur.

Students who are not satisfied with the complete complaint handling by ICCC may refer their complaint to the National VET Regulator for consideration. Students are to be advised that registering bodies will require the student to have exhausted all avenues through ICCC before taking this option



The response from the College will include information that demonstrates that the matter was thoroughly reviewed, and what actions and outcomes have been identified as a result of the complaint.

### COMPLAINTS AND SUGGESTIONS FORM

Name: \_\_\_\_\_ Workplace \_\_\_\_\_  
Email: \_\_\_\_\_ Phone: \_\_\_\_\_  
I am a:     Student     Supervisor     Employer     Parent     Other:  
I have a:     Complaint     Suggestion     Other:

Nature of Complaint/Suggestions:

What is your preferred outcome?

Signature: \_\_\_\_\_ \*digital signature accepted                      Date: \_\_\_\_\_

### OFFICE USE ONLY

Date Received: \_\_\_\_\_ Received By: \_\_\_\_\_ (staff name)

Recommended Actions:

Actioned By:

Signature: \_\_\_\_\_ \*digital signature accepted                      Date Resolved: \_\_\_\_\_