CNSW
COLLEGE OF NEW SOUTH WALES

COMPLAINTS PROCEDURE

College of New South Wales Complaints Procedure	
PURPOSE	This process serves as the guide and reference document for the complaints handling of **College of New South Wales.** Changes to this procedure may only be made upon approval of the **CEO**.
ROLE UNDERTAKING TASK	Training Team / Management
DOCUMENT UPDATE	June 2023

STEP 1 – Initial Review of Complaint		
No.	**Who**	**Actions**
1.1	**Student**	a. Raises the concern with **College of New South Wales.**
1.2	**Staff**	b. Attempt to resolve the complaint immediately. c. If the matter is successfully resolved, identify if there are areas of improvement and log any identified improvement opportunity in the Continuous Improvement Register. d. If the matter is not resolved, advise student of their right to make a formal complaint referring them to **College of New South Wales'**s **Complaints and Appeals Policy** in Moodle. e. Provide a student with access to the **Complaints Lodgement Form.**
STEP 2 – Lodgement of Complaint		
No.	**Who**	**Actions**
2.1	**Student**	a. Lodge a complaint in writing using the Complaints Lodgement Form as soon as possible. b. Student will receive an email confirming a complaint was received and that **College of New South Wales** staff will be in touch once the form is lodged.
2.2	**Admin Staff**	c. Once complaint is lodged, the admin coordinator will receive an email notifying a complaint was lodged. d. Update the student record in the SMS by creating a note and nature of complaint.
2.3	**CEO /** Compliance Manager	e. Once a complaint is lodged the **CEO** will receive an email notifying that a complaint was lodged. f. Handle the complaint within 10 working days of the lodgement of the complaint.

		g. Conduct a participative review of the complaints lodged. h. If needed, assign stakeholder(s) / **College of New South Wales** staff independent to the complaint to resolve matters within timeframes.
STEP 3 – Processing the Complaint		
No.	**Who**	**Actions**
3.1	**CEO / ASSIGNED STAFF**	a. Aim to resolve the complaint as quickly as possible from the time action item was assigned or within timeframe specified by the Complaints Resolution Officer. Actions which may be taken may include but are not limited to: 1) Discussing the facts of the complaint with the complainant. 2) Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness. 3) Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level. 4) Interview all parties individually, including any witnesses. 5) Conduct interviews privately and confidentially. 6) Where desired, allow all parties involved to be accompanied and assisted by a support person at any relevant meetings. 7) Where applicable, report the outcome of the meeting with the respondent to the complainant. b. Seek preferred outcome from each of the parties. c. Communicate with the student every time actions are taken and decisions once complaint has been resolved.
STEP 4 – Finalising the Complaint		
No.	**Who**	**Actions**
4.1	**CEO / ASSIGNED STAFF**	a. Record all communication and documents related to the resolution actions in the Complaints Register. b. Assign the admin staff to update the student record in the SMS. c. Lodge continuous improvement opportunities in the Continuous Improvement Register.

4.2	**Admin Staff**	d. Update the student record in the student management system with complaint resolution outcome. e. Place all documentation from complaint file onto student file.
4.3	**CEO / Managers**	f. Monitor the learning environment to ensure that the behaviour/incident does not re-occur. g. Discuss complaints, action items and communications during Management Meeting or Continuous Improvement Meetings.
STEP 5 – Referral to External Arbitrator		
No.	**Who**	**Actions**
5.1	**CEO / TRAINING MANAGER**	a. Contact and engage the external arbitrator for a review of the complaint, providing all relevant documentation b. Cooperate with the external arbitrator for a review of the complaint.
5.2	**External Arbitrator**	c. Review, investigate and mediate the complaint with all relevant parties and make a ruling. d. Prepare a formal written report on the investigation, providing a copy to both the **CEO** of **College of New South Wales** and complainant. e. **College of New South Wales** will abide by any resolutions as recommended by the external arbitrator.
5.3	**CEO / TRAINING MANAGER**	f. If the complaint is upheld, abide to the resolution decided on and proceed to step 4.1. g. If not upheld, inform student in writing that the original decision is to stand and proceed to step 4.1

VERSION CONTROL

Version Control Table			
Date	**Summary of Modifications**	**Modified By**	**Version**
21/02/2018	Document Creation	College of New South Wales	v. 1.0
18/06/2023	Document review and amendment of contact details	College of New South Wales	v.1.1