

## Formal VET Delivered to Secondary Students Complaint Form

### Important Information

This form applies to students and prospective students who, having exhausted the possibility of the informal complaint resolution process, wish to escalate the matter lodge a formal complaint. This form should be read in conjunction with the following policies:

- Complaints & Appeals Policy
- Privacy Policy

All college policies referenced in this document can be found in the Student Handbook and accessed via *Student Resources* section of the Collarts student portal at <https://collarts.instructure.com/login/canvas> and FQA section of the college website.

All students, prospective students and any other parties to Collarts are entitled to access the grievance procedures set out in the college **Complaints & Appeals Policy**, regardless of the location of the campus at which the grievance has arisen, their place of residence or the mode in which they study.

The procedures set out in college **Grievance & Appeals Policy** do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

### Examples of Grievances

An "**Academic Complaint**" means a written complaint where a student or prospective student believes they have received unreasonable treatment in relation to matters such as:

- Academic progression
- Assessment and grading matters
- Course content, structure or delivery
- College decisions in relation to academic misconduct
- Supervision of internship placements
- Copyright or intellectual property

A "**Non-Academic Complaint**" means a written complaint where a student or prospective student believes they have received unreasonable treatment in relation to matters such as:

- Admission processes or decisions
- Enrolment processes or decisions
- Timetabling processes
- College decisions in relation to non-academic misconduct
- Discrimination, harassment, bullying or intimidating behavior

The college expects most complaints can be resolved with informal resolution. Informal resolution provides the best opportunity for open and direct dialogue and is the most time effective strategy.

However when if this informal approach does not lead to an acceptable resolution then a formal grievance process can be initiated by lodging this '*Formal VET delivered to secondary students Complaint Form*' with the Collarts VET Manager.

### Lodging the Application Form

You can lodge your completed application with the Collarts VET Manager at [vet.support@collarts.edu.au](mailto:vet.support@collarts.edu.au).

Collarts will sign and return this front instructional sheet as proof of submission. It is recommended you take a copy of your completed application for your records. Collarts is not responsible for taking or providing the applicant with a copy at the time of the completeness check.

### The Application Process

A Complainant wishing to lodge a formal complaint must submit this '*Formal VET delivered to secondary students Complaint Form*', which can be downloaded via the *Student Resources* section of the Collarts student portal at <https://collarts.instructure.com/login/canvas> and FQA section of the college website

The form must be completed in full to provide the following information to assist with investigation and the determination of a reasonable resolution:

- A clear description of the grievance, including date, location and persons involved
- A summary of the processes and steps taken to date to try and resolve the grievance informally
- A proposed resolution which they believe will settle the grievance
- Attach any documentation in support of the grievance or proposed resolution

The VET Manager will only consider a formal grievance complete and eligible for investigation when all sections have been filled-in and the form has been signed by the Complainant. Incomplete application forms will not be accepted.

### Assessment & Notification of Outcome

On receipt of a completed application, the VET Manager will assess the complaint in accordance with the college **Complaint & Appeals Policy** and any associated policies and advise the applicant of the outcome in writing.


If, in the opinion of the VET Manager, the complaint is frivolous or unjustified, the decision will be communicated to the Complainant within ten working days of the acceptance of the completed complaint application including reasons for the decision. The matter will be considered closed.

If, in the opinion of the VET Manager, the complaint is justified, they will commence their investigation. The investigation will be completed within fifteen days of receipt of the completed complaint application and the decision will be communicated to the Complainant within five working days of the completed investigation. The matter will be considered closed.

The Complainant has the right to appeal at the conclusion of the investigation.

### Privacy Statement

Collarts is committed to the protection of privacy in accordance with the *Privacy Act 1988*. Collarts collects, stores and uses personal information only for the purposes of administering student admissions, enrolment and education. All information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal and regulatory compliance requirements of Collarts as a higher education provider. For more information on our approach to privacy, please refer to our Privacy Policy in the Student Handbook.

<b>LODGEMENT RECEIPT</b>	
received by Collarts as a complete application for assessment	
<b>Collarts:</b> 	<b>Date:</b>  <b>Name:</b>
<b>Student Number:</b>	

**Please retain this copy as proof your application was submitted**

