



COMPLAINTS RESOLUTION

At Canning College we believe that the partnership between students and the College should be a strong, supportive and reliable feature of the teaching and learning process. Students, parents (where appropriate) and other community members must be confident that staff will listen and respond to their needs and concerns.

If you have a complaint there are a number of ways to let us know. Please note ALL complaints are treated equally regardless of the manner in which they are lodged. *We recommend that people wishing to lodge a complaint should talk with our Counsellor to clarify the issues.* Where necessary the person making a complaint will be given help in the framing, writing and lodging of the complaint.

You should be prepared to provide the following information when making a complaint:

- your name and contact details. (If you do not wish to be formally identified and do not wish to lodge the complaint in writing, resolution can only be attempted directly with you.)
- copies of any relevant correspondence or documents relating directly to the complaint;
- the nature of the complaint; and
- what you consider is needed to resolve the complaint.

Verbal Complaints (by telephone or in person)

If you are reporting your complaint verbally you will be referred to one of our Counsellors or Student Advisors who will record the details of your complaint on a *Report of a Complaint* form. Should a staff member not be immediately available a time will be made as soon as possible for a telephone conversation or meeting. The course of action that will be followed will be explained to you and support will be offered.

Written Complaints:

Please contact Student Services and record the complaint on the *Report of a Complaint Form*. A form and all the details can be mailed to you on request.

You will receive an acknowledgement letter within 5 days of lodging the complaint. In the letter, the course of action to be followed will be explained and a College staff member will be identified as your contact person with regard to this matter.

Should you wish to lodge a complaint, or have any questions after reading this document, please contact Student Services by telephone on 9458 9644 or in person.

Alan Genoni
Principal