

Byron Region Community College undertakes to provide an effective means to resolve any concerns, appeals or complaints that may arise as a result of participating in any of its courses. This includes allegations involving Byron Region Community College, its trainers, assessors, other staff, a learner at Byron Region Community College or a third party providing services on the college's behalf.

Byron Region Community College undertakes to provide an effective means to resolve any concerns or complaints that may arise as a result of participating in any of its courses, including in relation to appealing assessment decisions.

#### **COMPLAINTS AND APPEALS POLICY:**

Byron Region Community College will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. This will ensure that, unless the security or safety of individuals is at risk, there will be no impact on the enrolment of an individual while a matter is in progress and all efforts will be made to assist a complainant or appellant with their matter. All staff, including trainers and assessors, are responsible for assisting in the complaints and appeals process with fair-mindedness, integrity and without bias.

All formal complaints and appeals will receive acknowledgement of receipt and be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If BRCC considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be notified of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, or at any time throughout the process, a review by an independent party will be provided if requested.

Although resolution mechanisms may vary depending on the nature of the complaint or appeal BRCC aims to ensure that all complaints and appeals are addressed sensitively, promptly and in accordance with relevant policies, procedures, laws and regulations. All reasonable steps will be taken to respect the confidentiality of the people involved in a complaint or appeal and to ensure fairness and impartiality prevail throughout the resolution process which may involve an external third party.

Any substantiated complaints or upheld appeals, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective and preventative action taken to eliminate or mitigate the likelihood of reoccurrence. All matters pertaining to complaints and appeals will be securely retained.

The Director (as the chief executive officer) of Byron Community College is ultimately responsible for ensuring that the Byron Region Community College complies with this policy and procedure.

The Policy will be provided on the Byron Region Community College website.

The Byron Region Community College Complaints and Appeal's procedures can be access through the Student Handbook or on request from [admin@byroncollege.org.au](mailto:admin@byroncollege.org.au)