



Complaints Procedures

STEP 1 – Initial Review of Complaint

No.	Who	Actions
1.1	Client	a) Raises the concern with Bedford staff.
1.2	Staff	a) Attempt to resolve the complaint immediately.
1.3	Staff	a) If the matter is successfully resolved, complete the “ Complaints Lodgement Form ” and submit to Admin for processing. b) If the matter is not resolved, advise client of their right to make a formal complaint referring them to the Complaints policy. c) Provide client with access to the “ Complaints Lodgement Form ”.
1.4	Admin	a) Enter details of Complaint into Student Management system (SMS) b) Enter details of Complaint into Complaints Register . c) Note actions on “ Complaints Lodgement Form ”. d) Notify Principal of the resolved Complaint. e) File “ Complaints Lodgement Form ” (if appeal resolved) onto Client file.

STEP 2 – Lodgement of Complaint

No.	Who	Actions
2.1	Client	a) Lodges a complaint in writing using the “ Complaints Lodgement form ”. b) Submits within seven (7) days of the date of the issue.
2.2	Admin	a) Enter details of complaint into Student Management system (SMS) b) Enter details of complaint into Complaints Register . c) Note actions on “ Complaints Lodgement Form ”. d) Print and commence “ Complaints Progress Form ”. e) Provide all documentation to Principal for action.
2.3	Principal	a) On receipt of the complaint documentation, acknowledge receipt of the claim, in writing, to the complainant within two (2) working days, this may be via email, letter or fax. b) Keep all documentation in a Complaints file, which will remain in place until the complaint is resolved. After which time all complaints documentation will be placed on the Client file.

STEP 3 – Processing the Complaint

No.	Who	Actions
3.1	Principal	a) Implement appropriate resolution techniques to resolve the issue promptly to the mutual satisfaction of all parties. b) Inform any respondent(s) (if applicable) by letter, that a complaint has been received. This letter will be forwarded within 2 (two) working days of receipt of the original formal complaint.
3.2	Principal	a) Review, investigate and mediate to resolve the complaint within seven (7) days. Actions which may be taken include, but are not limited to: i. Client is advised that they may be accompanied or assisted by another person (at that party’s cost) ii. Discuss the facts of the complaint with the complainant. iii. Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness. iv. Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level. v. Interview all parties individually, including any witnesses. vi. Conduct interviews privately and confidentially vii. Where applicable, report the outcome of the meeting with the



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		<p>respondent to the complainant.</p> <p>viii. Seek preferred outcome from each of the parties.</p>
3.3	Principal	<p>a) Determine a resolution to resolve the complaint, within Bedford College policies.</p> <p>b) Advise the complainant in writing of the decision on the formal complaint including reasons for the decision and how to appeal the decision and:</p> <ul style="list-style-type: none"> • Advise that appeal can be made in writing to the Registrar for an internal review. The Registrar may seek further advice from the Management Team if required. • Written notice of the decision on the internal appeal will be given to complainant including reasons and advice about how to have the decision reviewed externally.
3.4	Principal	<p>a) If resolved - confirm all parties are satisfied with the outcome of the complaint.</p> <p>b) If unresolved - advise the client of their right to further progress the appeal through the External Arbitrator. (See to Step 5)</p> <p>c) Note actions on "Complaints Progress Form".</p>

STEP 4 – Finalising the Complaint

No.	Who	Actions
4.1	Principal	<p>a) Complete all necessary documentation including the "Complaints Progress form", noting actions and outcomes of the complaints resolution process.</p> <p>b) Place all documentation in the client's complaints file and provide to admin for completion.</p> <p>c) Implement agreed actions and /or administrative arrangements.</p> <p>d) Monitor the learning environment to ensure that the behaviour/incident does not re-occur.</p>
4.2	Admin	<p>a) Enter details of complaint outcome into Student Management system (SMS)</p> <p>b) Enter details of complaint outcome into Complaints Register.</p> <p>c) Note actions on and complete the "Complaints Progress Form".</p> <p>d) Place all documentation from complaint file onto Client file.</p>
4.3	Principal	<p>a) Ensure that the issue, policy and procedures relating to any substantiated complaint is reviewed and progressed through continuous improvement processes, as appropriate</p>
4.4	Admin	<p>a) Written notice of the decision given to complainant including reasons for decision made. Advice on appealing the decision is provided to client.</p>
4.5	Client/Principal	<p>a) Client advised that written notice must be given to the Principal should they decide to appeal the decision</p>
4.6	Principal/Admin	<p>a) Client is invited to meet with the College' Management Committee and discuss reasons for their Appeal.</p>
4.7	Management Committee	<p>a) Advise the complainant of decision made by the Management Committee, and the reasons for the decision made.</p> <p>b) Inform complainant that they may appoint an External Arbitrator should they wish to further appeal.</p>

STEP 5 – Referral to External Arbitrator

No.	Who	Actions
5.1	Principal or Client	<p>a) Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation.</p> <p>b) Cooperate with External Arbitrator for a review of the complaint.</p> <p>c) Each party to the review may be accompanied or assisted by another person at the review, at that party's cost.</p>



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5.2	External Arbitrator	<ul style="list-style-type: none">a) Review, investigate and mediate the complaint with all relevant parties and make a ruling.b) Prepare a formal written report of the decision on review including the reasons for the decision, providing a copy to both Principal Bedford College and complainant.c) Bedford College will abide by any resolutions as recommended by the External Arbitrator.
5.3	Principal	<ul style="list-style-type: none">a) If the complaint is Upheld, go to Step 4.1.
5.4	Principal	<ul style="list-style-type: none">a) If the complaint is rejected notify the complainant in writing that the original decision is to stand.b) Go to Step 4.1.