Complaints and Grievances Policy

Purpose: To outline how student complaints and grievances received by Urban College (UC) are managed.

Policy: UC is committed to processing all complaints and grievances promptly, transparently and applying procedural fairness.

All aspects of complaints and grievances must be fully documented and copies made available to the complainant/appellant upon request.

The current UC Complaints and Grievances Policy is publicly available on the UC website and detailed in the UC handbook.

Process: Any person wishing to make a complaint or has a grievance will have access to the complaints and grievances procedure.

The privacy and confidentiality of complainant's information will be assured in accordance with the UC Privacy Policy. UC will only record personal information solely for the purposes of addressing the complaint or grievance. Personal details will be protected from disclosure, unless the complainant expressly consents to its disclosure.

All formal complaints and grievances will be heard and decided on within 15 working days of receiving the written complaint. The Principal will document all formal complaints and grievances and the details of their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Complainants may be made by students, their representatives or advocates.

Procedures:

Informal complaint

- The initial stage of any complaint (or feedback) will be for the student to communicate directly with the teacher who will seek to resolve the matter.
- Students dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

Formal complaint

- All formal complaints should be forwarded to the Principal in writing and submitted via email or post.
- On receipt of a formal complaint, the Principal will discuss the matter with the relevant Teacher.

- The student will be given an opportunity to present their case to the Principal, and may be accompanied by one other person as support or as representation.
- The relevant teacher will be given an opportunity to present their case, and may be accompanied by one other person as support or as representation.
- The Principal will make a decision regarding the complaint. The Principal will communicate the decision to all parties in writing within fifteen working days of making a decision.

Appeals

Appeals may arise when the complainant is dissatisfied with a decision the Mountain District Community College had made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

- If the complainant is dissatisfied with the decision arising from a formal complaint the complainant may lodge an appeal to the Board. The Board will undertake an investigation and respond in writing to the appellant within fifteen working days.
- A complainant can take their complaint to the VRQA via the web link: Make a complaint online at https://www2.vrqa.vic.gov.au/

Independent Medication and Consultation

- At any time during the complaint process the complainant may seek the advice or mediatory services of an external independent body from The Dispute Settlement Centre of Victoria http://www.disputes.vic.gov.au/
- Should the complainant choose to seek alternative advisory or mediation services, the complainant will meet the financial costs of such services.

Continuous Improvement

- Actions and opportunities for improvement arising from a complaint or grievance will be implemented and noted on the continuous improvement register.

Records Management

- All documentation related to the complaint will be retained in a separate file located in the Principal's Office.
- The Complaint or Grievance will be logged on the Complaints and Grievances Register.

Policy Number:	4.14 Complaints and Grievances Policy	
Policy Update:	24/3/2025	
Consultation with Board:		
Endorsed by:	Principal	Endorsed on:
Scheduled Review Date:		

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