



Student Grievance and Complaints Notice

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Author's name	Rachel Ireland
Author's position	Manager of Student Learning
Authorised	Anne Field June 2007
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Purpose

This policy is for the students of Bradford College to provide information on options available to them if they have a problem.

Version Control

Version Date	Version Number	Reference sections	Description of the change
10/06/2006	1.0	Not Applicable	New document introduced
15/06/2007	1.1		Changes made for ESOS compliancy

Scope and Responsibilities

Students of Bradford College should ensure that they have read and know this policy so that they have a clear understanding on how to receive assistance with a problem.

The College encourages feedback from students on all aspects of the College. We recognise the right of students to make a comment or express dissatisfaction about services provided by the College. It is best if you try an informal discussion with the appropriate person in the College first to try and sort out your difficulties.

If you need to talk to someone about:

Changing your class?

Speak to the Manager of Student Learning appropriate to your program:

- The Foundation Studies Manager of Student Learning is Zina Kaleniuk, she is on Level 5, 10 Pulteney Street
- The Degree Transfer Manager of Student Learning is Rachel Ireland, she is on Level 5, 10 Pulteney Street.

Each class has been developed especially to meet the students' needs and requirements, so we want to hear from students if there are any problems.

Unhappy with the assessment of your work?

Speak to the teacher who marked the work first. Teachers are happy to discuss assessments with students.

Still need to talk to someone or don't want to talk to your teacher?

Speak to the Manager of Student Learning appropriate to your program.

- The Foundation Studies Manager of Student Learning is Zina Kaleniuk, she is on Level 5, 10 Pulteney Street
- The Degree Transfer Manager of Student Learning is Rachel Ireland, she is on Level 5, 10 Pulteney Street.

Want to talk to someone about your accommodation?

Speak to the Accommodation Manager, Debbie Armstrong or the Student Welfare Manager, Birgit Cramer in the Ground Floor office at 10 Pulteney Street.

Want to talk to someone about your fees or a refund?

Speak to the Finance Officer, Kathy Young on Level 8, 195 North Terrace.

Want to talk to someone about visas and visa renewal?

Speak to the Admissions Manager, Cindy Jones at Level 5, 10 Pulteney Street.

Want to talk to someone about enrolling in a new course at another institution?

Speak to the Manager of Student Learning appropriate to your program.

- The Foundation Studies Manager of Student Learning is Zina Kaleniuk, she is on Level 5, 10 Pulteney Street
- The Degree Transfer Manager of Student Learning is Rachel Ireland, she is on Level 5, 10 Pulteney Street.

They can make an appointment for you with the appropriate person.

Feeling sick?

Speak to any staff member immediately.

Want to talk to someone about being absent or late?

Contact your teacher, the Manager of Student Learning or the College's Administration on 8303 3430.

If you wish to complain after you have tried all of the above processes, then you should follow this procedure:

Make a formal complaint in writing to the Deputy Chief Operating Officer, Makarand Parulkar, on Level 8, 195 North Terrace—don't forget to include your name and contact details.

Your complaint will be taken very seriously, kept confidential and considered very carefully. You will be asked to a meeting to discuss the complaint and to find out more about it. You may bring one person to support you at the meeting and an interpreter can be arranged, if you require one.

Note: The Bradford College grievance procedure is available on the Bradford College website. All complaints are dealt with free of charge.

If you are unhappy with the outcome of the formal complaint or the complaints procedure, you should:

Appeal the decision in writing to the Principal of the College, Anne Field who is on Level 8, 195 North Terrace.

External assistance

If you are not satisfied with the College's complaints procedure then you can ask the Principal to contact the Australian Council for Private Education and Training (ACPET) National Office or you can contact them yourself on: (02) 9264 4490, email: acpet@acpet.edu.au, website: www.acpet.edu.au for assistance.

Alternatively, you may contact the Office of the Training Advocate for advice information and advice regarding a complaint. They are located on the Ground Floor, East Wing, 31 Flinders Street, Adelaide SA 5000, (GPO Box 320, Adelaide, SA 5001), telephone - Freecall 1800 006 488, email:

trainingadvocate@saugov.sa.gov.au, website: www.training.sa.gov.au. The Training Advocate can investigate your complaint or refer you to someone who can and will offer you prompt attention, confidentiality, respect, fairness, impartiality, recognition of rights, and free consultation.