

# 103-2 Student Complaint Procedure

**Feeling safe, included and happy at Community College Gippsland and ECG College.  
Both are called CCG for this procedure.**

CCG encourages you to speak up or make a complaint if you do not feel safe or are unhappy about something. We will listen to you and we want to make sure any problem you have is sorted out if possible as quickly as we can so you can be happy and feel safe while at CCG. If you would like to make a complaint you won't get told off or in trouble or excluded and we will take your complaint seriously.

This procedure will show you how you can make a complaint if you need to, who you can talk to and what will happen once you have complained. If we don't know about it, we can't help you!

First up, read through the information below so you know what to make a complaint about and how to do it.

## What can I complain about?

If there is anything that makes you feel unsafe, unhappy or worried about something, you can tell us! We will listen and try to help.

It could be about:

- a class, activity or something similar you missed out on
- how you've been treated by someone, e.g. a staff member worker, another student or young person
- something that's changed that has made you feel unhappy or unsafe
- something to do with our environment or facilities
- CCG not doing anything about something that happened to you or you being unhappy with what we did to try to fix it.
- if you have ever been physically or emotionally hurt by an adult or peer, it is important that you tell a responsible adult. They will ask you what has happened and if they think your safety is at risk, they may make a report to the right authorities to help you be safe.

Remember you should only make a complaint when you need to. When choosing whether to complain or not, ask yourself:

- Is my complaint about something which affects the whole school or RTO or a group of students?
- Could I solve the problem by talking to my teacher, trainer, wellbeing team, or someone else on campus?
- Am I happy to ask an individual member of staff to sort the issue or do I want to use the steps in this procedure?

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## Who can I speak to if I feel unsafe or concerned about something?

You can talk to anybody who works here that you feel comfortable with. CCG also has Child Safe Champions who you can text or talk to in person, over the phone or online. Their pictures will be around the campus on notice boards so you know who they are. It's our job to listen to you and help you make a complaint if you want to.

## Can somebody help me make a complaint?

Yes of course. If you would like a parent, carer, friend or someone you trust to help you make a complaint you can bring them with you when you complain. You can also use an interpreter if you need to or if your parent or friend needs one. If you don't want to talk to us about something that has happened, you can ask the person you trust to tell us and you can speak with us when you want to.

## Will I be in trouble for speaking up?

No, never. Your safety and how you feel is important to us. By speaking up, you are helping us to do a better job and take better care of you and other children and young people.

## What will CCG do with information I tell them?

If you tell us that you have been treated badly or you are feeling unsafe or worried about something, we will listen, write down what you tell us, and try to fix it. After we talk to you, we may need to find out more about what happened. We will tell you how long this will take and what will happen next.

## Will you keep what I have told you a secret?

We will keep information about you private. Private means we will keep your details safe. Sometimes we may need to share certain information with another organisations, such as the police, to protect you and other students and young people.

## How will I know you're dealing with my complaint?

We will ask if you would like us to give you updates about what is happening as we look into what you have told us and get further information. You can tell us how you would like us to let you know how things are going with your complaint, e.g. in person, over the phone, by email or text message.

If you are worried about anything, we will try to fix it and get back to you quickly. We will let you know when we have finished looking into your complaint and explain what we're going to do. We will make sure that we involve the person you want to be with you when we give you information (e.g. parent or friend).

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## What if I don't want to be involved in the investigation?

We will only contact you if you want us to. If you don't want updates that's okay. If you would like us to give information to a family member, carer or support person instead, that's also okay. If you change your mind and later want to speak with us, you can contact our complaint contact person or anybody else you trust in the organisation.

## What if I'm still not happy?

If you are not happy with how we handled your complaint or the result, we can help you to contact another organisation like the Ombudsman or Children's Commission to look at it. They will decide whether we have made the right decision.

## If you would like to make a complaint then follow the steps below.

### Step 1: Who to speak to

If you ever need to complain about something like the examples given, you need to talk to somebody you trust. This could be anyone from the list below:

- Child Safe Champion
- Anybody who works here that you feel comfortable with
- A teacher, trainer, youth worker, wellbeing team member
- Your parents/carers/guardian
- Another member of staff

You can always talk to your friends about a problem, but if you want something done about it, it is important to tell an adult as well.

### Step 2: When to complain or speak up

Any student can make a complaint anytime and CCG will follow up straight away, however remember when making a complaint, we ask that you make it as soon as possible so you can be safe and we can investigate it properly and try to resolve any problems you have. For example, if you make a complaint three months after a problem happens it makes it much harder to get accurate information to sort it out or help you.

### Step 3: How to complain or speak up

You can make a complaint by lots of ways, the main ones are below:

- Talking to someone at CCG or to a trusted friend who will let us know

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- By sending an email, text, phone call or letter
- Filling in the complaints form — these are available at reception or ask a CCG person to get one for you
- Whatever way you feel comfortable with

## Step 4: What will happen next

Once CCG hears of or receives your complaint, we will assess it straight away to see if you are in immediate danger (we may call the authorities if you are in an unsafe place) or if it is something we can resolve with meetings and discussions. We will need to meet with you to discuss what your complaint is about. You can bring a support person if you wish, we will take notes so we have an account of the issue. You will be shown the notes at the end of the meeting so you can confirm the information is correct. Dependent on the complaint, we may start a detailed investigation on the issue and/or refer to the appropriate authorities. If we do an investigation then we may need to talk to other people or students who may be involved in some way. We will take notes of the discussions.

## Step 5: Keeping you informed

We will keep you and your parent/carer/guardian/support person (where applicable) and others involved in the complaint updated with information as the review progresses. This will be done in line with your specific needs and wishes, and privacy and confidentiality obligations.

## Step 6: Complaint outcomes

We will let you know what the final outcomes of your complaint are and what actions CCG has taken or will take. This is also dependent on each individual situation. If external authorities are involved, sometimes we don't hear back from them so cannot give you any information, however we will keep you informed where possible.

## Step 7: Support for you

We will support you and the people involved throughout the process so you are comfortable to come forward.

The support you receive will be matched to your individual complaint so we can tailor what is best for you.

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