

5.4 WRCC Grievance and Complaints Policy

Policy Number : 5.4 NVR 6.1	Approved by Board
Version: 4	Date: 14/1/2020

WRCC Grievance and Complaints Policy

WRCC Client grievances and complaints will be treated seriously, and the procedure will endeavour to ensure that the grievance, the complaint is resolved quickly and harmoniously. Additionally, within this policy the definition of client aligns to include all of the college employees, service providers, acting on the colleges behalf and students of the college.

Procedure.

1.1 In the first instance, attempts will be made to resolve the issue locally and informally with the aggrieved WRCC client. If the dispute is not resolved at an informal level the following process will be followed;

The student will be informed that of the existence of the WRCC grievance, complaints policy and associated procedure. Additionally, Information pertaining to complaints and Grievances as also detailed within the WRCC Student Handbook available on the WRCC Website. The aggrieved client will be provided with a copy of the policy and procedure.

The aggrieved party will be required to detail the nature of the complaint in writing. In the event, the Client is unable to formally document their issue WRCC will facilitate access to a person who will document their grievance for them. Once completed and delivered, received by WRCC the receipt of the complaint will be documented within correspondence records.

Internally the complaint will be passed to the CEO and or their delegate. The individual in receipt of the complaint will acknowledge the receipt of the complaint by either telephone, email or traditional mail services. At this time, the CEO or delegate will consult with the aggrieved party to resolve the grievance and reach an agreement of actions to be put in place to rectify their grievance. In the event that a resolution cannot be found. The student may seek the services of an independent advocate to ensure both parties reach an amicable solution.

If at this time a solution cannot to the grievance not be found the grievance compliant process will move to stage two. Stage two will acknowledge in writing the receipt of the complaint and detail advocacy actions offered to date. Further, the correspondence will

5.4 WRCC Grievance and Compliant Policy

Policy Number : 5.4 NVR 6.1	Approved by Board
Version: 4	Date: 14/1/2020

offer the opportunity for a face to face meeting with the CEO or delegate while progressing steps to a resolution. Additionally, the aggrieved party may use the services of an independent advocate at this time. If a resolution can not be reached, WRCC will

1.2 Students complaints regarding assessment outcomes

Please see assessment appeals policy