



Policy for Complaints for Under 18 Clients (CF018WP)

Issue: 1

Date Approved/Endorsed: 26/10/2023

Next Review: 12/10/2026

1 Objective

This policy outlines the way in which Central Regional TAFE (the College) will manage and respond to complaints by clients under the age of 18 (minors) and how the College can support minors who wish to make a complaint, including if they do not feel safe or respected, or feel they are not being treated fairly.

Throughout this Policy, reference to contact and/or notifications to “you” (as a minor) will also include your parent/guardian/or another person speaking on your behalf.

What can I complain about?

- The behaviour of a College trainer, assessor or other staff towards you or another minor.
- A third-party providing services on the College’s behalf, its trainers, assessors or other staff.
- The way I am spoken to or treated by adults in the College.
- Other clients(s) including under 18s at the College or in an activity/setting organised by the College.
- A College service, product, or training delivery.
- College equipment or facilities (problems with or lack of).
- Something the College has failed to do.
- The handling of a complaint.

This policy does not relate to Academic Appeals by students (e.g., student progress, assessment). Refer to the Policy and Procedure for Conducting Student Appeals ([OM039P](#)).

If you feel unsafe or at risk and need help urgently, call the Police on 000 or Crisis Care on 1800 199 008.

2 Statement of Commitment

The College:

- Prioritises the safety and wellbeing of clients under the age of 18 (minors) and recognises the rights of clients under 18 to be safe and supported during their time at the College.
- Values and encourages feedback to identify and resolve issues to continuously improve the client experience.
- Provides the opportunity for clients under the age of 18 to provide the College with feedback, including using the complaints procedure, which will be made widely available to clients through printed material and publication on the College’s website: <https://www.centralregionaltafe.wa.edu.au/complaints-feedback>.
- Where clients under the age of 18 have special needs, every reasonable effort will be made to provide assistance if requested, and to make the complaint lodgement procedure as flexible as possible.

- College staff can themselves raise safety concerns about College settings, practices, other staff conduct or concerns about behaviour between minors through the appropriate methods.
- Will ensure appropriate training for staff involved in the complaint management process.
- Will record all complaints, decisions and outcomes of the complaints process are keep in accordance with the College's Policy and Procedure for Records Management.
- Ensures students have the right to appeal a complaint decision through an external agency.

3 Policy

The College:

- Endeavours to support young people by embedding children's rights, safety and wellbeing into the complaints process.
- Will ensure that complaints are resolved in a timely manner that meets both the interests of our clients under the age of 18 and the College, whilst ensuring fairness to both parties.
- Recognises that families/communities play an important role in supporting students under the age of 18 to understand the College's complaints policy and processes and in supporting them during the complaints resolution process.
- The College will contact a parent/guardian of any under 18 client who is involved in a complaint so that they can participate in the complaint resolution process.

3.1 Informal Complaint

Resolving the complaint informally is encouraged before commencing formal action. A complaint does not need to be in writing, for example you may approach a member of staff (e.g., lecturer/trainer, Student Services, Aboriginal Services, Equity and Access Inclusion Officer or other support staff) to discuss a concern. Most concerns are expected to be resolved at this level.

3.2 How to make a complaint

There are several ways that you (or your parent/guardian or another person speaking on your behalf) can make a complaint or provide feedback to the College:

- a) Complaints or Client Feedback forms are available from reception (or from any staff member) and can be placed in our feedback drop box – or place a letter inside the box if preferred.
- b) Our website has a webpage on Complaints and Feedback where information is provided on the complaints process, a complaint/feedback form can be downloaded, and our feedback email address is provided.
- c) Ask to speak to Student Services, Aboriginal Services, Equity and Access Inclusion Officer or any other support staff.
- d) Telephone the College and ask to speak to Student Services, Aboriginal Services, Equity and Access Inclusion Officer or any other support staff.
- e) Email us at feedback@crtafe.wa.edu.au.
- f) The College's Aboriginal Services staff can assist Aboriginal/Torres Strait Islander students to make a complaint or provide feedback in a culturally safe way.

Where you may have individual needs, every reasonable effort will be made to provide assistance if requested and to make the complaint lodgement process as flexible as possible.

If you (or the person making the complaint on your behalf), wish to make a complaint anonymously, this will be regarded as feedback and included into the College's continuous improvement processes if appropriate. No contact will be made for anonymous feedback.

The complaints process is free of charge.

3.3 What to expect once a complaint has been made

- Complaints received will be treated as confidential and handled within the principles of natural justice and procedural fairness (i.e., you have the opportunity to be heard, there will be no bias and the decision will be based on fact or reasoning). Investigations will be focused on outcomes for you.
- The College will not discount the opinions of children/young people if they differ from those of adult(s). At all stages of the process, you have the right to be represented and supported by a third person (such as a family member, friend, counsellor or other professional support person). Support in making a complaint can also be provided by our Student Services, Aboriginal Services, Equity and Access Inclusion Officer Access and Equity Support Officer or any other support staff.
- The College will contact a parent/guardian of any minor involved in a complaint so that they can participate in the complaint resolution process.
- You (or the person making the complaint on your behalf) may withdraw the complaint at any stage.
- The resolution process will be documented to provide a clear account of the complaint, the College's response, and will provide fair remedies in response to the complaint.
- A complaint will be acknowledged in writing from our Planning and Quality team once received from the College website, by email, or as a complaint or feedback form.
- Complaints are directed to the Manager responsible for the area the complaint is about.
- The Manager handling the complaint will contact you to discuss your concerns.
- We aim to resolve any complaint within thirty (30) business days. If the College considers more than 60 calendar days are needed to finalise the complaint, you will be informed in writing, including the reasons why more than 60 days are required. Regular updates will also be provided on the progress of the complaint.

3.4 Appealing a complaint decision

If you (or the person making the complaint on your behalf) feel the complaint has not been resolved by the College and wish to take the matter further, you may take the complaint to an external agency, e.g., the Ombudsman Western Australia:

Phone: (08) 9220 7555

Freecall: 1800 117 000

Email: mail@ombudsman.wa.gov.au

Postal: PO Box Z5386, St Georges Terrace, PERTH WA 6831

In person: Level 2, Albert Facey House, 469 Wellington Street, PERTH WA 6000

Further information can be obtained by visiting www.ombudsman.wa.gov.au.

For onshore international students who are not satisfied with the outcome of the College's complaints process, they may lodge a request for a review with TIWA and contact details for TIWA are provided as follows:

Phone: (+618) 9218 2100

Fax: (+618) 9218 2160

Website: <https://www.tafeinternational.wa.edu.au/current-students/complaints-and-appeals>

4 Definitions

Central Regional TAFE, "the College" – refers to Central Regional TAFE, including all its campuses and delivery centres.

Complaint – is any expression of dissatisfaction or concern raised by a client in relation to the products or services provided by the College.

External client – any person or organisation accessing the products and services of the College, including students, employers, industry/enterprises, other government agencies and community groups, or those providing services to the College.

Minor - Young people under 18 are minors under Australian law.

Ombudsman – is an independent officer of Parliament with responsibility to investigate the actions of public authorities.

Reasonable action – action taken by a staff member to try to resolve a complaint that is within their area of responsibility and takes account of their level of authority and decision making.

Resolution – an outcome to a complaint which seeks to reconcile the interests of the client making the complaint and the College.

TAFE International Western Australia (TIWA) – is the Registered Training Organisation (RTO) and the registered Commonwealth Register of International Courses for Overseas Students (CRICOS) holder for the delivery of training to international and multijurisdictional students in Western Australia, and comes under the auspice of the national regulator, the Australian Skills Quality Authority (ASQA). TIWA delivers training in partnership with the Western Australian TAFE colleges.

5 References

[Commissioner for Children and Young People - Child Friendly Complaints Guidelines](#)

[Commissioner for Children and Young People WA](#)

[Disability Discrimination Act 1992](#)

[WA Equal Opportunity Act 1984](#)

[Australian Human Rights Commission Act 1986](#)

[Racial Discrimination Act 1975](#)

[Sex Discrimination Act 1984](#)

[National Code of Practice](#) Standard 10, Complaints and Appeals

6 DocumentationPolicy and Procedure for Client Complaints ([CF010P](#)) (Adults)Client Feedback Form ([CF005F1](#))**7 Responsibilities**

Responsible Director	Director Organisational Services
Responsible Officer for implementation and monitoring	Manager Planning and Quality
Approved by	Director Organisational Services
Endorsed by	Corporate Executive Committee

8 Revision History *(Planning and Quality Use Only)*

Issue number	Review date	Amendment details