



## Policy for Complaints for Under 18 Clients (CF018WP)

Issue: 1.1

Date Approved/Endorsed: 19/06/2025

Next Review: 19/06/2028

### 1 Objective

This policy explains how Central Regional TAFE (the College) handles complaints from students under 18 years old (minors) and how it supports them if they want to raise issues about feeling unsafe, disrespected, or treated unfairly.

Throughout this policy, when we refer to "you" (as a minor), it also includes your parent, guardian, or someone speaking on your behalf.

What can a complaint be about?

- The behaviour of a teacher or staff member towards you or another minor.
- A third-party providing services for the College, including their teachers or staff.
- The way adults at the College speak to or treat you.
- Other students, including minors, at the College or during College-organised activities.
- Problems with a College service, product, or how classes are delivered.
- Issues with College equipment or facilities.
- Something the College has failed to do.
- The way a complaint was handled.
- Instances of people breaking the rules like the code of conduct, including any concerning behaviour, misconduct, or illegal actions.

This policy does not cover academic appeals, like complaints about grades, progress, or assessments. For those matters, refer to the Policy and Procedure for Conducting Student Appeals (OM039P).

If you ever feel unsafe or in danger and need urgent help, call the Police on 000 or Crisis Care on 1800 199 008.

### 2 Commitment Statement

The College cares about making sure everyone feels safe and supported, especially students under 18. It's important to know you have the right to speak up if something isn't right or if you're unhappy about something. Your feedback helps the College improve and solve any problems that come up.

- If you're under 18, you'll get extra help during the complaints process. For example, the College will make sure your parent or guardian is involved so they can support you. There are also staff members you can talk to if you need help understanding how the complaints process works.
- If you want to share how you're feeling or report a problem, you can do it in different ways. First, you can start by just talking to someone like your lecturer, the Student Services team, or other staff who work in areas like Aboriginal Services or Equity and Access Inclusion. Most issues can be fixed this way without needing to fill out forms. If you prefer to submit a complaint online, you can visit <https://www.centralregionaltafe.wa.edu.au/complaints-feedback>.
- The College is also careful about keeping track of all complaints and decisions. These records are safely stored according to the College's rules. If you're not happy with the decision, you can ask for it to be reviewed by an external agency.

Overall, the College wants to make sure everyone has a fair and easy way to share concerns or complaints, so that things can get better for everyone.

### 3 Policy

The College:

- Works hard to make sure that students under 18 feel safe and have their rights and wellbeing taken seriously whenever there's a problem or complaint.
- Will do its best to solve complaints quickly and in a way that's fair for everyone involved.
- Knows that families and communities are important for supporting students under 18. They'll help you understand how the complaints process works and will be there to back you up during the process.
- Will contact your parent or guardian if you make a complaint to help to sort things out. They'll make sure your parent or guardian is included in the process to help you feel supported.

#### 3.1 Informal Complaint

If you have a problem or something is worrying you, it's best to try solving it informally first. You don't have to write anything down - just talk to a staff member like your lecturer, Student Services team, Aboriginal Services staff, or Equity and Access Inclusion Officer. Most issues get sorted this way.

#### 3.2 How to make a formal complaint

If the informal way doesn't work, don't worry - there are several ways to make a formal complaint or share feedback:

- a) Pick up a Complaints or Client Feedback form from reception (or ask any staff member for one) and drop it in the feedback box. You can also write a letter and place it in the box.
- b) Visit the College website for info about the complaints process, download a complaint form, or use the feedback email address provided there.
- c) Talk directly to someone from Student Services, Aboriginal Services, or Equity and Access Inclusion Officer—over the phone or in person.
- d) Email your feedback or complaint to [feedback@crtafe.wa.edu.au](mailto:feedback@crtafe.wa.edu.au).
- e) If you're an Aboriginal/Torres Strait Islander student, the Aboriginal Services team can help you provide feedback or make a complaint in a safe and supportive way.

Even if you have specific needs, the College will do everything possible to assist and make the process easy. If you don't want to include your name, you can make an anonymous complaint. Just remember that anonymous feedback is treated as general feedback, and no one contacts you about it.

Making a complaint is free of charge.

#### 3.3 What to expect once a complaint has been made

Complaints are kept private and handled fairly. This means you get to explain your side, there's no unfair bias, and decisions are based on facts. The College will focus on finding a solution that works for you.

- As you're under 18, the College will inform your parent or guardian so they can help with the resolution process.
- You can have someone additional join you during the process, like a family member, friend, or counsellor.

- Student Services, Aboriginal Services, or other support staff are available to help you with your complaint.
- You can withdraw your complaint at any time if you change your mind.
- Once the College gets your complaint, you will receive a written acknowledgment. The Manager responsible for the issue will contact you and your parent or guardian to go over your concerns. The goal is to resolve complaints in thirty (30) business days, but if it takes longer (over sixty (60) days), you'll be informed in writing about why it's taking more time, and you'll get regular updates.
- The whole process is documented so there's a clear record of your complaint, the College's response, and the solution provided.

### 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](mailto: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](http://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

Email: [admissions.TIWA@dtwd.wa.gov.au](mailto:admissions.TIWA@dtwd.wa.gov.au)

## 4 Definitions

**Central Regional TAFE, "the College"** – This refers to Central Regional TAFE, which includes all its campuses and places where classes or training happen.

**Complaint** – This means sharing any issue or unhappiness with the services or programs provided by the College.

**Third-Party** – A third party assists a training organisation but is not:

- An employee;
- An expert consultant; or
- A government entity that sends students for free.

**Minor** – Anyone under 18 is legally considered a minor in Australia.

**Ombudsman** – An Ombudsman is a person whose job is to independently investigate problems or complaints about public organisations.

**Reasonable action** – This is about what staff members can do to solve a problem. It includes actions that fit their responsibilities and the limits of their decision-making power.

**Resolution** – A resolution is the solution or outcome of a complaint that tries to find a fair result for both the person 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](#)

[National Principals for Child Safety](#)

[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

Policy and Procedure for Conducting Student Appeals (OM039P)

Student Code of Conduct (OM018P)

## 6 Documentation

Client Feedback Form (CF005F1)

## 7 Responsibilities

<b>Responsible Director</b>	Executive Director Capability and Client Experience
<b>Responsible Officer for implementation and monitoring</b>	Manager Governance and Integrity
<b>Approved by</b>	Executive Director Capability and Client Experience
<b>Endorsed by</b>	NA

## 8 Revision History *(Governance and Integrity Use Only)*

Issue number	Review date	Amendment details
1.1	11/02/2025	<p>Updated to meet National Principals for Child Safety Performance Indicator 6.1.4 Child Safe Organisations.</p> <p>Updated TIWA contact details.</p> <p>Included links to Staff and Student Code of Conduct, National Principals for Child Safety and Commissioner for Children and Young People – Child Friendly Complaint Guidelines.</p> <p>Relevant stakeholders were consulted and their feedback was included in the review.</p>