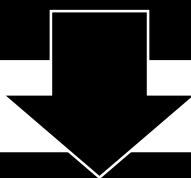


Informal Complaints Procedure

Talk with the person your complaint is with

Students should try to approach the person the complaint is with. With clear and direct information



Seek support from the Student Rep or a Staff Member

If the issue is unresolved or the student is unable to approach the person. They could approach the Student Rep, a Tutor, the Registrar or Principal for help.



Formal Complaint Form

If the issue is still unable to be resolved students can lodge a formal complaint by filling in the student complaint form, available from the Registrar