



To outline the complaints handling process that underpin the Complaints Resolution Policy.

• a student who has attained the age of 16 years.

• includes grievances or concerns about actions or omissions, reporting incident/s,

- If the complaint is regarding GU]bhGhYd\YbÄg'7c`Y[Y`@]a]hYX`k]`bYYX`hc`VY`a UbU[YX`j]U` independent legal counsel.

Adult students (

an Equity Contact Officer observes inappropriate behaviour occurring and requests the person in question to stop this behaviour occurring, even though no complaint has been made; and/or
an Equity Contact Officer requests training is provided to a group of staff to address concerns relating to the complaint; and/or
an Equity Contact Officer requests coaching or counselling is provided to a person to increase their level of self-awareness and the impact of their behaviour on others and to understand their obligations in terms of this Policy.

