

Student fact sheet – Grievances (appeals and complaints)

Your feelings, opinions and experiences that you have at the school are important to us. If you feel that something isn't right or is unfair or you have not been properly listened to or respected, we want you to tell us so we can make things better for you.

The first person you should speak to is a youth support development worker (YSDW). YSDWs are there to help and support you and should be able to sort out any issues you may have.

If the YSDW is not able to help resolve the issue with you, then they will help you make a complaint* or appeal* (together called a grievance) to the coordinator of the school. When this happens, the coordinator must:

- respect your grievance
- investigate your grievance as quickly as possible
- talk to you about what has happened and what can be done to resolve the issue.

* A complaint is about someone's behaviour. An appeal is about a decision you think is unfair or incorrect (for example an assessment result).

If your issue is with the YSDW, then speak to your coordinator who will help to resolve the issue with you. If the issue is about your coordinator, or the grievance cannot be resolved with the coordinator, your grievance should be directed to the Anchor Point Manager. If the grievance is still not resolved, it will need to be directed to the CEO. Grievances that cannot be resolved internally can be raised with an approved external party.

Youth Futures will make sure that your grievance is taken seriously and that:

- you are given the opportunity to provide your version of events
- you are supported or represented by a third party if you wish
- you are supported through the process by our staff
- all parties to your grievance are given the chance to tell their story
- all parties will be notified of decisions that are made
- we will learn from any mistakes we may have made and make improvements

Please note that only yourself or your legal guardian may lodge a grievance.

Grievance pathway for students:

