



Complaints Process (education programs)

Note: A complaint is where you are dissatisfied about a program, service, practice or conduct of another within Youth Futures,

If you wish to dispute a decision made by Youth Futures staff, as you believe it was incorrect, please see 'Appeals Process' available on the Youth Futures website. An appeal will consider the merits of a decision and whether the relevant policy/procedure/regulation or similar has been applied correctly to the facts.

Stage 1: Person complaint is about

- If a person wishes to make a complaint (**complainant**), they should raise the issue, verbally or in writing (e.g. via email) with the person subject to the complaint in the first instance, within 21 days, where they feel comfortable and safe to do so.
- Students who wish to make a complaint (**complainant**), may raise the issue verbally with the Youth Support Development Worker in the first instance, who will discuss with the student ways to resolve the issue. (If the issue is with the Youth Support Development Worker, go to stage 2)
- The respondent (person responding to the complaint) should attempt a resolution within 7 days of receiving the complaint.

Stage 2: Head of educational site or program

- If the complainant does not feel the issue is resolved after stage 1, they may submit a written or verbal complaint to the coordinator or manager of Anchor Point (for Anchor Point sites) or head of campus/deputy principal or principal (for Youth Futures Community School sites), within 7 days.
- The head of the educational site or program should provide a response to the complainant within 7 days of receiving the complaint.

Stage 3: CEO or Chair of the Board

- If the person does not feel the issue is resolved after stage 2, they may submit a written complaint to the HR Manager, CEO or Chair of the Board, as soon as practicable.
- The CEO or Chair of the Board should provide a response to the complainant within 10 days of receiving the complaint.

Note: Complaints must be resolved within a total of 60 days unless the complainant is given reasons in writing why the process will take longer.



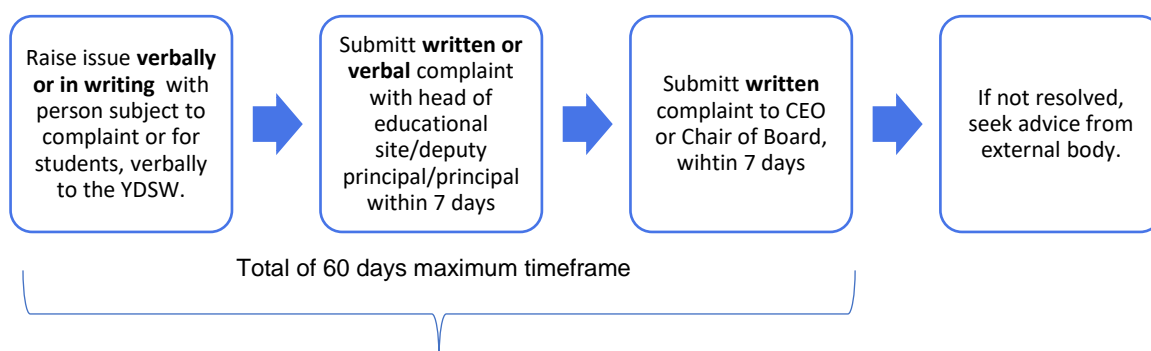
Stage 4: External body

- If the complainant does not feel the issue is resolved after stage 3, they may seek advice from a relevant external body – this may include a regulatory agency (e.g. Department of Education, Department of Commerce, Equal Opportunity Commission) or an independent mediator.
 - The means of lodging a step 4 complaint will be determined by the relevant agency.

Note:

- Matters of a serious misconduct or unlawful conduct must be immediately referred to the HR Manager or CEO.
- A complaint about a head of campus, manager, deputy principal or principal of an educational site or program will be referred straight to the HR Manager or CEO.
- A complaint about the CEO will be referred straight to the Chair of the Board.

Complaints pathway (education programs):



Note: The timeframe may be extended beyond 60 days if reasons are provided to the complainant in writing.



Appeals Process (education programs)

Note: An appeal is a dispute on the merits of a decision, where a person asks for a decision to be reviewed. The review process considers whether the relevant policy/procedure/regulation or similar has been applied correctly to the facts.

If your matter is a complaint, where you are dissatisfied about a program, service, practice or conduct of another within Youth Futures, please see 'Complaints Process' available on the Youth Futures website.

Stage 1: Original decision maker

- If a person wishes to lodge an appeal about an educational program, they should raise the issue, verbally or in writing (e.g. via email) with the staff member who made the decision in the first instance (i.e. the original decision maker), within 21 days of being notified of the decision.
- The original decision maker should provide a response, verbally or in writing to the appellant within 7 days of receiving the appeal, if during school/educational term, otherwise as soon as practicable.
- Students who wish to lodge an appeal, may raise the issue verbally with the Youth Support Development Worker in the first instance, who can help the student through the appeals process.
- The original decision maker must advise the manager of Futures Education and Training (**FEAT**) of any appeals lodged by students against educational program assessment results and the outcomes of the appeal.

Stage 2: Head of Campus, Deputy Principal or Principal

- If the appellant is not satisfied with the original decision maker's response, they may submit a formal appeal verbally or in writing, to the head of campus/coordinator/deputy principal or principal, within 7 days of receiving the stage 1 decision.
 - The appellant must provide grounds for the appeal.
- The head of campus/coordinator/deputy principal or principal should provide a response to the appellant within 7 days of receiving the appeal.



Stage 3: Manager – Futures Education and Training

- If the appellant is not satisfied with response from stage 3, they may submit a written appeal on an 'Appeals Form' to the FEAT manager, within 7 days of receiving the stage 2 decision.
 - The appellant must provide any supporting evidence if relevant.
- The manager of FEAT should provide a response to the appellant within 10 days of receiving the appeal.

Note: Appeals must be resolved within a maximum of 60 days unless the appellant is given reasons in writing why the process will take longer.

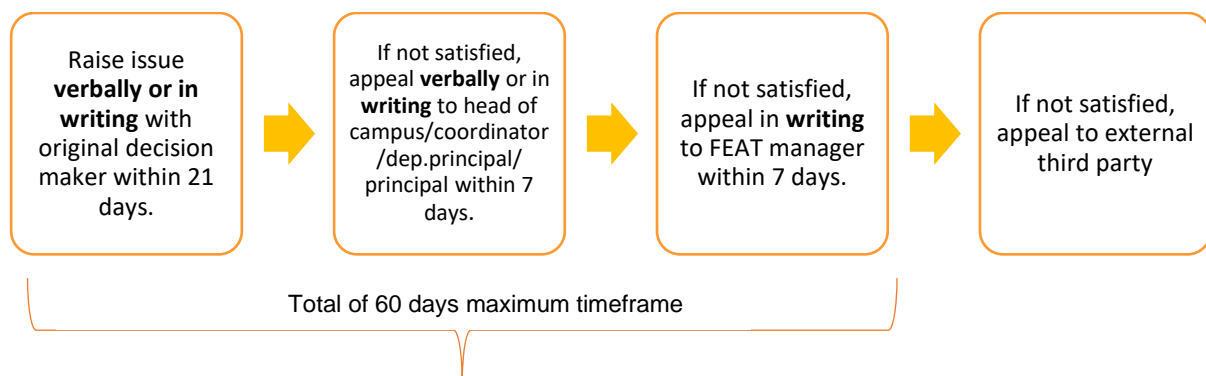
Stage 4: Independent adjudicator

- If an appellant is not satisfied with the manager FEAT manager's response, they may appeal to an independent adjudicator.
- The selection of the independent adjudicator can be managed by the appellant or FEAT or together by agreement.

Independent adjudicator process

- On receipt of the appeal the independent adjudicator shall arrange with the appellant a suitable time to meet and discuss the appeal.
- Independent adjudicator outcomes will be:
 - provided to the appellant in writing as soon as practicable
 - reported to the manager of FEAT, documented and filed for future reference.
- No service fee will be paid to the independent adjudicator however travel or office expenses incurred may be paid by Youth Futures.

Appeal pathway (education programs):



- **Note:** The timeframe may be extended beyond 60 days if reasons are provided to the appellant in writing.