



CARLTON NEIGHBOURHOOD LEARNING CENTRE COMPLAINTS AND APPEALS PROCEDURE FOR STUDENTS

If something happens that makes you feel unhappy when you are attending the Carlton Neighbourhood Learning Centre, there are steps that you can take to fix the problem.

1. Be clear about the problem and think about some solutions. Try to sort out the problem for yourself.
2. If this does not work, ask for help from your teacher/program leader.
3. If you feel that the problem is a problem, talk to a Coordinator (Sarah) or Executive Officer. They will deal with the problem confidentially. You can ask for an advocate, translator or friend to support you.
4. After talking with you and any other people involved, the Coordinator or Executive Officer will take the steps to resolve the problem.
5. Notes about the issue, discussion and action will be taken and written in the CNLC Complaints file.
6. If you are still unhappy then put your problem or concern in writing on the 'Complaints and Appeals' Form and send it to the Executive Officer of the Carlton Neighbourhood Learning Centre, 20 Princes St, Carlton North 3054. The Executive Officer will respond to your complaint in 10 days' time.
7. If you are unhappy about the Committee's decision or response, then you can appeal. Please put your problem or concern in writing again on the 'Complaints and Appeals' Form and send it to the Executive Officer of CNLC.
8. A meeting will then be called and you may bring an advocate, translator or friend to support you. Any decision reached at this meeting will be binding and final.
9. A written statement of the appeal outcomes, including reasons for decisions, will be provided for you and kept in complaints file.

Dated: May 2012