

COMPLAINTS

Springvale Neighbourhood House endeavors to resolve all issues or problems quickly and fairly.

COMPLAINTS ABOUT A STUDENT

If you have a problem with another student, discuss the problem with them first to see if you can reach an agreement. If you do not feel that an agreement can be reached, both students should speak to their trainer. If the problem cannot be resolved by the trainer, the trainer will report the complaint to management for action.

COMPLAINTS ABOUT A TRAINER

If you have an issue or grievance which involves your trainer, try to discuss it with them first. If the problem cannot be resolved, you should speak to the SNH Deputy Manager.

If you do not wish to speak to the Deputy Manager, or are unhappy with their response, you can make a written complaint to the Springvale Neighbourhood House Committee of Governance by emailing manager@snh.org.au or by completing a complaint form available from the SNH Learning Program office at 1-3 Lightwood Road, Springvale and giving it to the SNH Manager.

If you would prefer to make a complaint in person, you can speak privately to the SNH Manager.

If you are unhappy with the SNH Committee's response, you can make a complaint to the VRQA (Victorian Registration & Qualifications Authority) in writing either online at www.vrqa.vic.gov.au/StateRegister/Public.aspx/LodgeComplaint or by sending a letter to:

Manager
Complaints Unit, VRQA
GPO Box 2317
Melbourne VIC 3001

If you would prefer to make a complaint in person, you can phone 03 9637 2806.

APPEALS

If you are not sure about why your trainer/assessor gave you a particular result, or if you are unhappy about them, you can talk to your trainer/assessor and ask them.

If you do not agree with your trainer/assessor's decision, then you can:

- Ask your trainer/assessor questions about how the decision was made.
- Speak to the Springvale Neighbourhood House Deputy Manager. You may have to bring your work to show the Deputy Manager what you have done, including any work that you did outside of the classroom.
- Speak to the Springvale Neighbourhood House Manager. Again, you may have to bring your work to show the Manager what you have done.
- The Deputy Manager and/or Manager may have a different trainer/assessor assess your work, or they may decide to leave your result the way it was. If a second trainer/assessor assesses your work, they may give you the same result as the original trainer/assessor.