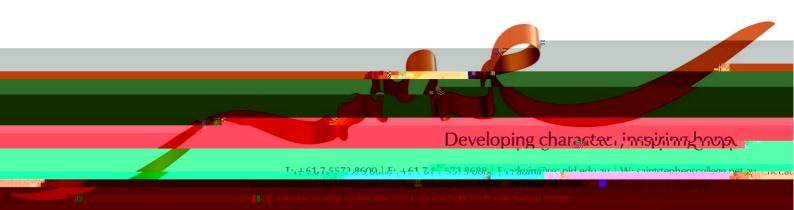


**Purpose:** To outline the complaints handling process that underpin the Complaints Resolution Policy.

Definitions

Adult Student ¿ a student who has attained the age of 16 years.

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



- If the complaint is regarding GU]bhiGh/d\YbÄgi7c``Y[Yi@]a\_]hYXik\_]```bYYXihciVYia\_UbU[YXij\_]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.

## Informal Complaints Record Keeping

Procedure Owner: Director of Human Resources