



QUEENSLAND COLLEGE OF DANCE

RTO 1476 / CRICOS 01600A

## QCD COMPLAINT PROCEDURE

In the event of a complaint concerning any matter in relation to a personal matter, staff member or any other non-academic issue, the person with the complaint:

- Should speak directly with the other party (person) concerned to resolve the problem within 7 days.
- If the person with the complaint cannot speak with the other party within 7 working days, he/she should direct the matter in writing to the Director within 14 working days by completing the Complaint / Appeal Record
- A response in writing will be forwarded within a further 30 working days notifying the result and/or any further action
- If the complaint is still unresolved or the outcome unsatisfactory to the person initially making the complaint, the aggrieved student/person will be advised that he/she may take the matter further by requesting an internal appeal against the decision. If this occurs then the internal Appeal Procedure will be applied
- If the internal appeal is rejected the appellant is advised of the right to refer the matter to an independent body or government agency
- All formal complaint matters are to be referred to the Director or authorised nominee

### Students should also be aware:

- He/she may nominate a support person to accompany him/her at any stage of the complaint process
- If it is not possible to resolve the complaint internally, via the process above, QCD P/L will make arrangements for an independent body to handle the dispute. Independent mediation is available through the South Queensland Dispute Resolution Centre. The Brisbane office is located at the Level 1, 363 George Street, Brisbane Qld 4001. At present there is no fee for this service, however this may change. Phone: (07) 3239 6007 or 1800 017 288 (toll free outside Brisbane)
- Nothing in QCD P/L's Complaint Policy and Procedures negates the right of any student to pursue other legal remedies.
- If a student is concerned about the actions of this Institute they may approach the Australian Skills Quality Authority. ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, all complaints are used as intelligence to inform regulatory activities.
- You should only submit a complaint to ASQA if:
  - you have made a complaint directly to a training provider, and
  - you have received a response which does not resolve your issue, and
  - you have requested an independent review of your complaint and your issue is still not resolved.

You can contact ASQA via the following methods:

**Phone:** 1300 701 801

**Online:** <https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>

**In Person (Brisbane Office):** Level 7, 215 Adelaide Street, Brisbane QLD 4000

**Via Post:** GPO Box 9928, Melbourne, VIC 3001.

**Operating hours:** Between 9am to 7pm (AEDT) Monday to Friday.