



QUEENSLAND COLLEGE OF DANCE

RTO 1476 / CRICOS 01600A

QCD NON-ACADEMIC 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**. At present there is no fee for this service, however this may change. The details for the Brisbane office are as follows:

Street Address: Level 1, 363 George Street, Brisbane Qld 4001.

Postal Address: GPO Box 149 Brisbane, Qld, 4001

Email: drc.sq@justice.qld.gov.au

Phone: (07) 3239 6007 or 1800 017 288 (toll free outside Brisbane)

Operating hours: Monday-Friday, 9.00am-4.30pm

- 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;

Australian Skills Quality Authority

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.