

# INFORMAL COMPLAINTS

## ISSUE IDENTIFIED BY STUDENT

Issues are usually best resolved by a discussion with the person involved. Approach the person if you feel comfortable and safe to do so to identify and talk about the issues. Then discuss a solution that is achievable and fair to all involved.

If you don't feel comfortable and safe to approach the person.

Issue **not resolved** to the satisfaction of the student.

Issue **is resolved** to the satisfaction of the student.

No further action required.

## SEEK FURTHER SUPPORT

Approach your Class Trainer/Tutor and explain the issue.

Be clear, include any actions you have taken to try to resolve the complaint, and advise the outcome you are seeking.

If you do not feel comfortable discussing the issue with your Class Trainer/Tutor, or the issue is in relation to your Class Trainer/Tutor, please approach the Team Leader.

### WHAT HAPPENS NEXT?

- The staff member you have approached may need to seek further information or clarification in order to attempt to resolve the situation. This could be from other students, the Team Leader or in some cases the Campus Manager.
- You will be provided information regarding the next steps and a realistic timeframe for the staff member to come back to you with an outcome.
- Notes outlining your concern and the outcome will be recorded.

Issue **not resolved** to the satisfaction of the student.

Issue **is resolved** to the satisfaction of the student.

No further action required.

**PROCEED TO THE FORMAL COMPLAINTS PROCEDURE**