

6.8 Student Complaints Statement

6.8.1 Preamble

The Student Complaints Statement prescribes a framework for the handling and management of student complaints.

6.8.2 Scope

The Student Complaints Statement applies to student complaints received at TLK Youth College and operates in conjunction with Tuggerah Lakes Community College (TLCC) Limited 'Student and Client Complaint and Appeal (Consumer Protection) Policy'.

6.8.3 Statement

TLK Youth College is committed to ensuring appropriate student complaint handling processes and procedures. Students and/or parents/guardians/carers have the right to complain or report any misgivings at any time. Queries, questions or complaints can be made either verbally or in writing (including anonymous complaints) to TLK Youth College administration support.

Serious concerns or complaints may be made under the Tuggerah Lakes Community College Limited 'Student and Client Complaint and Appeal (Consumer Protection) Policy', available at: <https://www.tlkcc.com.au>.

6.8.4 Procedures

Student matters arising concerning the classroom will be dealt with by the Teacher in charge of that class. The Teacher can consult with the Head Teacher or Principal if unsure of an appropriate action path to follow.

Students are encouraged to speak to the Teacher in the first instance regarding any issues of concern. If a student feels they have not had the issue dealt with adequately, or the issue involves that particular Teacher, the student can opt to speak with the Head Teacher or Principal.

Complaints regarding the Head Teacher may be referred to the Principal.

Complaints regarding the Principal may be referred to the Chief Executive Officer, Tuggerah Lakes Community College Limited.

6.8.3 References and Related Policies

Tuggerah Lakes Community College Limited 'Student and Client Complaint and Appeal (Consumer Protection) Policy'.

6.8.4 Review

This Statement will be subject to periodic review and may be amended or updated when required.

6.8.5 Version History

Version	Approved By	Approval Date	Date of Effect	Sections Modified
1 st March 2010	Board of Governance	1 st March 2010	1 st March 2010	Policy released.
30 th April 2015	Board of Governance	30 th April 2015	30 th April 2015	Minor amendment to wording.
15 th December 2016	Board of Governance	16 th February, 2017	16 th February, 2017	Wording/format amendments.
10 th December 2020	Board of Directors	10 th December 2020	10 th December 2020	Minor amendments to wording.