

Student Complaints Statement

Preamble

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

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'.

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>.

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.

References and Related Policies

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

Review

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