

### Stage 1 - informal Complaint

An informal complaint can be lodged by speaking directly with a member of Staff in the college. The first step is best for a simple matter, for most students they're most comfortable to talk to the teacher. In the case that the nature of the complaint is serious or the student does not feel comfortable talking to the teacher, then the best person to approach is the head of campus.

At any time any concerns or questions can be lodged via email; [e-support@qacademy.com.au](mailto:e-support@qacademy.com.au)

You will receive a response within 5 working days.

*No Resolution continue to Stage 2*

### Stage 2 - Formal Complaint

In the case that the complaint is of a serious nature or allegation of misconduct, speak directly to the head of campus. You will be asked to fill in a complaint form and indicate your issue with sufficient detail. Q Academy takes claims of misconduct very seriously. We will investigate and act on any claims within 5 working days. We will endeavour to work towards a resolution within 20 working days. In the case of an inter-student complaint we will need sufficient evidence to work with. As a process of natural justice both parties will be given the ability to put forward their views.

Head of campus can be contacted on 1300 20 40 80

*No Resolution continue to Stage 3*

### Stage 3 - Appeal of decision

If you are dissatisfied with the outcome of the formal complaint procedure you may lodge an appeal. This will be reviewed by the Director.

Complete a complaint form, selecting 'appeal' and submit to the head of campus. In the appeal you must detail reasons for the appeal.

You will be notified of a decision within 30 working days.

*No Resolution continue to Stage 4*

### Stage 4 - External mediation

If you are dissatisfied with the outcome of the appeal, then you can submit a written request to the Director for an independent external review of the decision. This process is mediated by an appropriate external agency.