



## Appeals Process (education programs)

**Note:** An appeal is a dispute on the merits of a decision, where a person asks for a decision to be reviewed. The review process considers whether the relevant policy/procedure/regulation or similar has been applied correctly to the facts.

If your matter is a complaint, where you are dissatisfied about a program, service, practice or conduct of another within Youth Futures, please see 'Complaints Process' available on the Youth Futures website.

### **Stage 1: Original decision maker**

- If a person wishes to lodge an appeal about an educational program, they should raise the issue, verbally or in writing (e.g. via email) with the staff member who made the decision in the first instance (i.e. the original decision maker), within 21 days of being notified of the decision.
- The original decision maker should provide a response, verbally or in writing to the appellant within 7 days of receiving the appeal, if during school/educational term, otherwise as soon as practicable.
- Students who wish to lodge an appeal, may raise the issue verbally with the Youth Support Development Worker in the first instance, who can help the student through the appeals process.
- The original decision maker must advise the manager of Futures Education and Training (**FEAT**) of any appeals lodged by students against educational program assessment results and the outcomes of the appeal.

### **Stage 2: Head of Campus, Deputy Principal or Principal**

- If the appellant is not satisfied with the original decision maker's response, they may submit a formal appeal verbally or in writing, to the head of campus/coordinator/deputy principal or principal, within 7 days of receiving the stage 1 decision.
  - The appellant must provide grounds for the appeal.
- The head of campus/coordinator/deputy principal or principal should provide a response to the appellant within 7 days of receiving the appeal.

### **Stage 3: Manager – Futures Education and Training**

- If the appellant is not satisfied with response from stage 3, they may submit a written appeal on an 'Appeals Form' to the FEAT manager, within 7 days of receiving the stage 2 decision.



- The appellant must provide any supporting evidence if relevant.
- The manager of FEAT should provide a response to the appellant within 10 days of receiving the appeal.
  - Note:** Appeals must be resolved within a maximum of 60 days unless the appellant is given reasons in writing why the process will take longer.

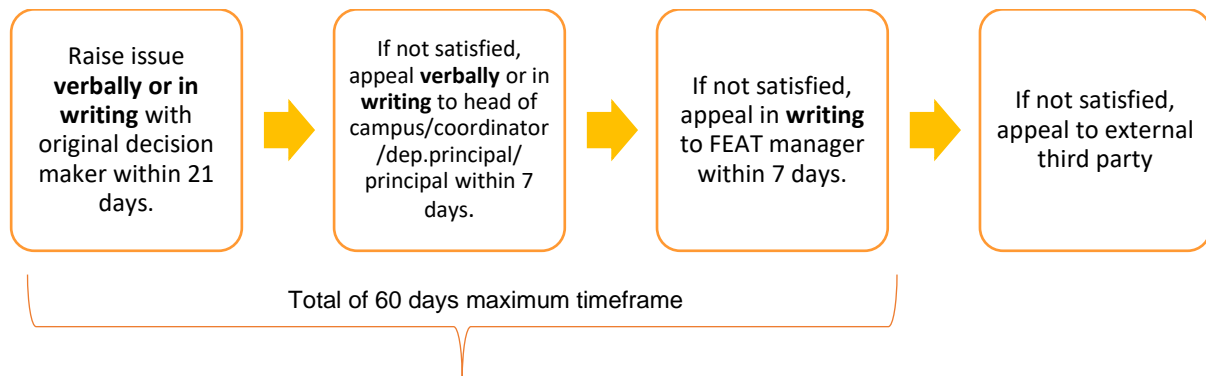
#### Stage 4: Independent adjudicator

- If an appellant is not satisfied with the manager FEAT manager's response, they may appeal to an independent adjudicator.
- The selection of the independent adjudicator can be managed by the appellant or FEAT or together by agreement.

#### *Independent adjudicator process*

- On receipt of the appeal the independent adjudicator shall arrange with the appellant a suitable time to meet and discuss the appeal.
- Independent adjudicator outcomes will be:
  - provided to the appellant in writing as soon as practicable
  - reported to the manager of FEAT, documented and filed for future reference.
- No service fee will be paid to the independent adjudicator however travel or office expenses incurred may be paid by Youth Futures.

#### Appeal pathway (education programs):



- **Note:** The timeframe may be extended beyond 60 days if reasons are provided to the appellant in writing.



# Grievances (complaints and appeals) – Student fact sheet

## Complaints

As a student, of a Youth Futures education program, your feelings, opinions and experiences are valued. In line with this, if you feel you have not been properly listened to or respected, you have a right to express this so we can make things better for you.

If you are not feeling good about how things are going in the school or course you are doing, the first person you should speak to is one of the Youth Support Development Workers (YSDW). YSDWs are here to help and support you and should be able to sort out any issues you may have.

If the YSDW is not able to help resolve the issues with you, then they will help you make an official complaint to one of the heads of the school or program you are part of. When this happens, the head person must:

- ❖ respect your complaint
- ❖ investigate your complaint as quickly as possible
- ❖ talk to you about what has happened and what can be done about your complaint to resolve the issue.

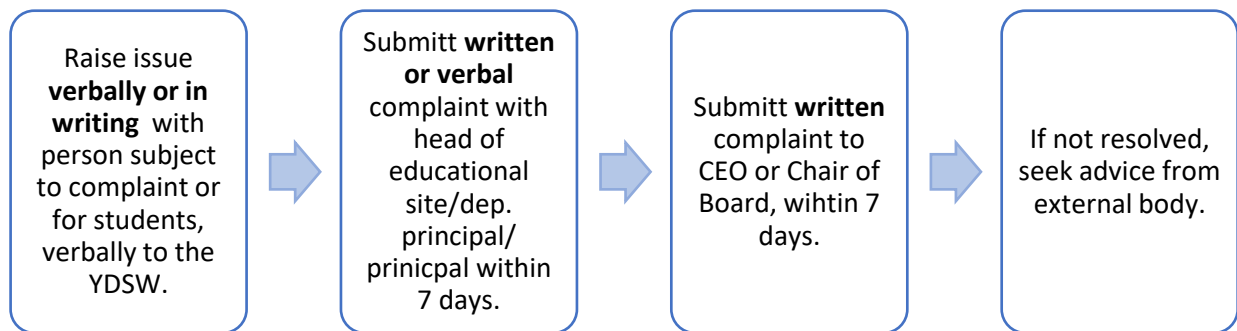
If your issue is with the YSDW, then the head of campus/coordinator will help you go through the complaints process.

Youth Futures will make sure that all student complaints are taken seriously and that:

- ❖ the student is given the opportunity to put their version of events on the record
- ❖ the student is represented by a third party if they wish
- ❖ is student is supported through the process by the Youth Support Development Worker (or head of campus/coordinator if the Youth Support Development Worker is the subject of the complaint)
- ❖ all parties to the complaint are given the chance to tell their story
- ❖ anonymous and/or unsubstantiated complaints may be investigated
- ❖ all parties will be notified of findings
- ❖ at the end of any complaints process, actions taken will be evaluated and procedures amended if necessary.



### Complaints pathway for students:

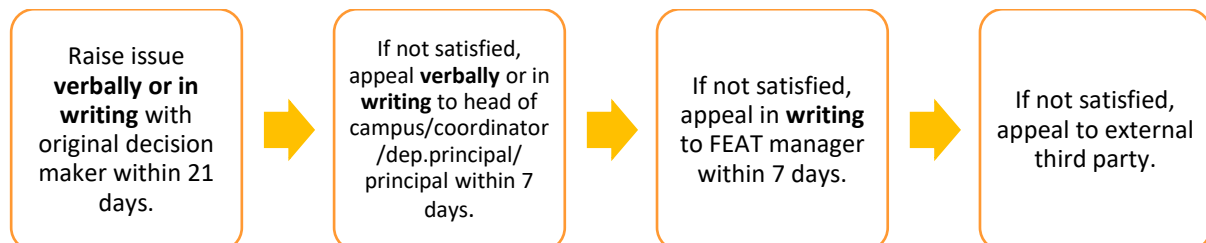


- ❖ For more details on the process, please refer to the '**Complaints process (education programs)**' available on the Youth Futures website.

### Appeals on decisions

If you disagree with a decision made by a person within the education program, such as on an assessment, you may firstly appeal to the person who made that decision to reconsider. The YSDW can help you do this is. If this doesn't get you the result you think is fair, you may lodge an appeal with the manager of Futures Education and Training WA (FEAT WA) and then finally an independent adjudicator may be appointed through an external body such as the Department of Education or Training Accreditation Council.

### Appeal pathway for students:



- ❖ For more details on the process, please refer to the '**Appeals process (education programs)**' available on the Youth Futures website.



# Complaints Process (education programs)

**Note:** A complaint is where you are dissatisfied about a program, service, practice or conduct of another within Youth Futures,

If you wish to dispute a decision made by Youth Futures staff, as you believe it was incorrect, please see 'Appeals Process' available on the Youth Futures website. An appeal will consider the merits of a decision and whether the relevant policy/procedure/regulation or similar has been applied correctly to the facts.

## Stage 1: Person complaint is about

- If a person wishes to make a complaint (**complainant**), they should raise the issue, verbally or in writing (e.g. via email) with the person subject to the [complaint](#) in the first instance, within 21 days, where they feel comfortable and safe to do so.
- Students who wish to make a complaint (**complainant**), may raise the issue verbally with the Youth Support Development Worker in the first instance, who will discuss with the student ways to resolve the issue. (If the issue is with the Youth Support Development Worker, go to stage 2)
- The [respondent](#) (person responding to the complaint) should attempt a resolution within 7 days of receiving the complaint.

## Stage 2: Head of educational site or program

- If the complainant does not feel the issue is resolved after stage 1, they may submit a written or verbal complaint to the coordinator or manager of Anchor Point (for Anchor Point sites) or head of campus/deputy principal or principal (for Youth Futures Community School sites), within 7 days.
- The head of the educational site or program should provide a response to the complainant within 7 days of receiving the complaint.

## Stage 3: CEO or Chair of the Board

- If the person does not feel the issue is resolved after stage 2, they may submit a written complaint to the HR Manager, CEO or Chair of the Board, as soon as practicable.
- The CEO or Chair of the Board should provide a response to the complainant within 10 days of receiving the complaint.

**Note:** Complaints must be resolved within a total of 60 days unless the complainant is given reasons in writing why the process will take longer.



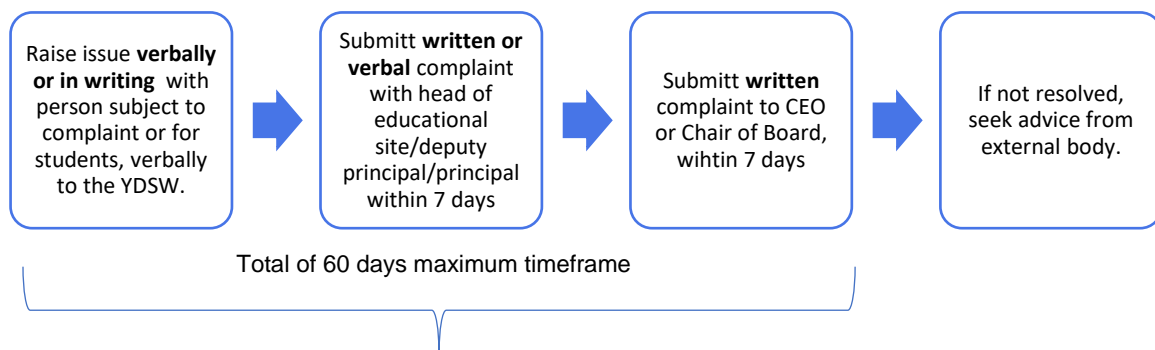
#### Stage 4: External body

- If the complainant does not feel the issue is resolved after stage 3, they may seek advice from a relevant external body – this may include a regulatory agency (e.g. Department of Education, Department of Commerce, Equal Opportunity Commission) or an independent mediator.
  - The means of lodging a step 4 complaint will be determined by the relevant agency.

#### Note:

- Matters of a serious misconduct or unlawful conduct must be immediately referred to the HR Manager or CEO.
- A complaint about a head of campus, manager, deputy principal or principal of an educational site or program will be referred straight to the HR Manager or CEO.
- A complaint about the CEO will be referred straight to the Chair of the Board.

#### Complaints pathway (education programs):



**Note:** The timeframe may be extended beyond 60 days if reasons are provided to the complainant in writing.



## **Student Grievance Form (for complaints and appeals)**

**Student Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Campus:** \_\_\_\_\_

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You may write this yourself or ask a member of staff or the Youth Support Development Worker to help you fill this out. Once you are happy with this, you can give this to the coordinator head of campus, deputy principal or principal, or any staff member to pass on for you. It is Youth Futures duty to help resolve your grievance and it will be investigated. You will be kept up to date with how things are going. If your grievance is about the coordinator, head of the site, deputy principal or principal, it will be given to the HR manager or CEO who will speak with you about your grievance to try and resolve this for you.

Please fill out the questions below as best you can.

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What is your grievance about? (Describe what happened and when and how you feel about it)

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List any witnesses to what happened (if any)

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What would you like to see happen from this grievance?

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Is there anything else you would like to add?

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