



SM 2.7 - Child Friendly Complaints Procedure

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1. What is a complaint?

At Casey College of Beauty Therapy you have the right to feel safe and secure and to tell someone how you feel, including if you are unhappy or have a concern about your care.

If you are not happy with something that happened, or is happening, at the College. You have a right to complain about it. This means explaining and describing something that happened to you that you didn't like.



2. What should I do before I make a complaint?

You might talk to someone else about it first – to another student or friend or to a teacher or adult at the College – someone you trust.

Making a complaint can be scary, so you could ask them to come with you when you make the complaint if you like.

3. How can I make a complaint?

There are several different ways that you can make a complaint;

- You can talk to someone (see the next page)
- You can call Casey College of Beauty Therapy on 1300 711 072
- You can go to Student services and ask for Shani dePrinse (Child Safety Officer) or Kim Lucas (Principal)
- You can email support@caseycollege.vic.edu.au
- You can fill in the form at the end of this booklet and put it in the box at the Administration office (Berwick Campus)



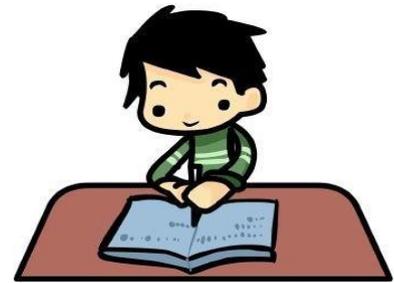
4. Who should I complain to?

- Shani dePrinse or Kim Lucas (Child Safety Officers)
- You can contact Shani or Kim by:
- Calling the College on 1300 711 072
- By letting reception know you would like to talk to Shani or Kim
- By emailing Shani or Kim on support@caseycollege.vic.edu.au

5. Steps in making a complaint

Step 1 Plan what you want to say

- Write down what you are not happy with
- Or what happened that you didn't like and when it happened
- Write how it made / makes you feel



Step 2 - What would you like to happen?

- What would make you happy?

Step 3- Go and see the person you want to talk to or make a time to talk to them later

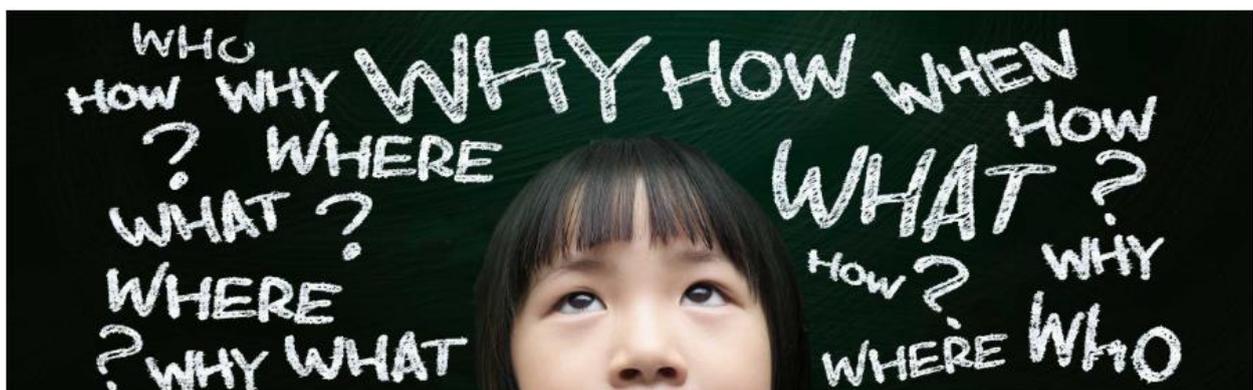
Step 4- Be calm

- Try not to get upset or cry because they won't clearly hear what you are saying

Step 5- Ask questions

Such as:

1. What will happen next?
2. When will you get back to me? Will you tell my Mum and Dad?
3. Can you talk to my Trainer/Teacher / Mum please?



6 Keep notes

Write down information that you remember

- Who you talked to
- The date and time
- What they promised they'd do
- When they said they'd get back to you
- How you feel about what they said
- Anything else you remember

This will help you to know that they listened to you and are doing what they said they would do.



7. Keep at it

If you are not happy with what happens next (or if nothing happens), you can talk to another person like Mrs Melissa Giddins or Mrs Heyley Meier

We care about what happens to you!

Complaint Form for Students

(if you need help to fill in this form, ask staff in Student Services)

1. Tell us about you

First Name _____ Last Name _____

Class / Group _____

Trainers Name _____

Mobile Phone _____

Email _____

2. Tell us about your complaint?

Who or what are you unhappy with?

When did it happen? _____

3. What would make you happy? Tell us what you would like to happen

Put this form in an envelope and then in the Feedback box in Student Services.