

CTBC Complaints Framework provides a process which is:



### Accessible

CTBC Complaints can be made through a range of mediums including:

- CTBC website
- Phone
- In person
- Email
- Written correspondence

Support is available to assist in making complaints.

### Complaints managed under this framework relate to:

- bullying
- privacy breaches
- sexual abuse
- inappropriate behaviour
- reports of harm
- discrimination
- unsafe actions
- non-compliance with colleges policies
- non-compliance with codes of conduct

Issues related to:

- learning programs, assessment and reporting of student learning
- communication with students or parents or between employees
- college fees and payments
- general administrative issues.

### Who can make a complaint?

**Anyone can make a complaint. CTBC encourages everyone, particularly children and young people to raise concerns.**

**All complaints are taken seriously and are received with respect and handled with care.**

### Response Times

CTBC complaints will be acknowledged within 48 hours of receipt – More urgent matters will be responded to as determined by the nature and seriousness of the matter.

CTBC will endeavour to resolve complaints within 30 working days, however complaints that are more complex may take longer.

### CTBC Complaints Process

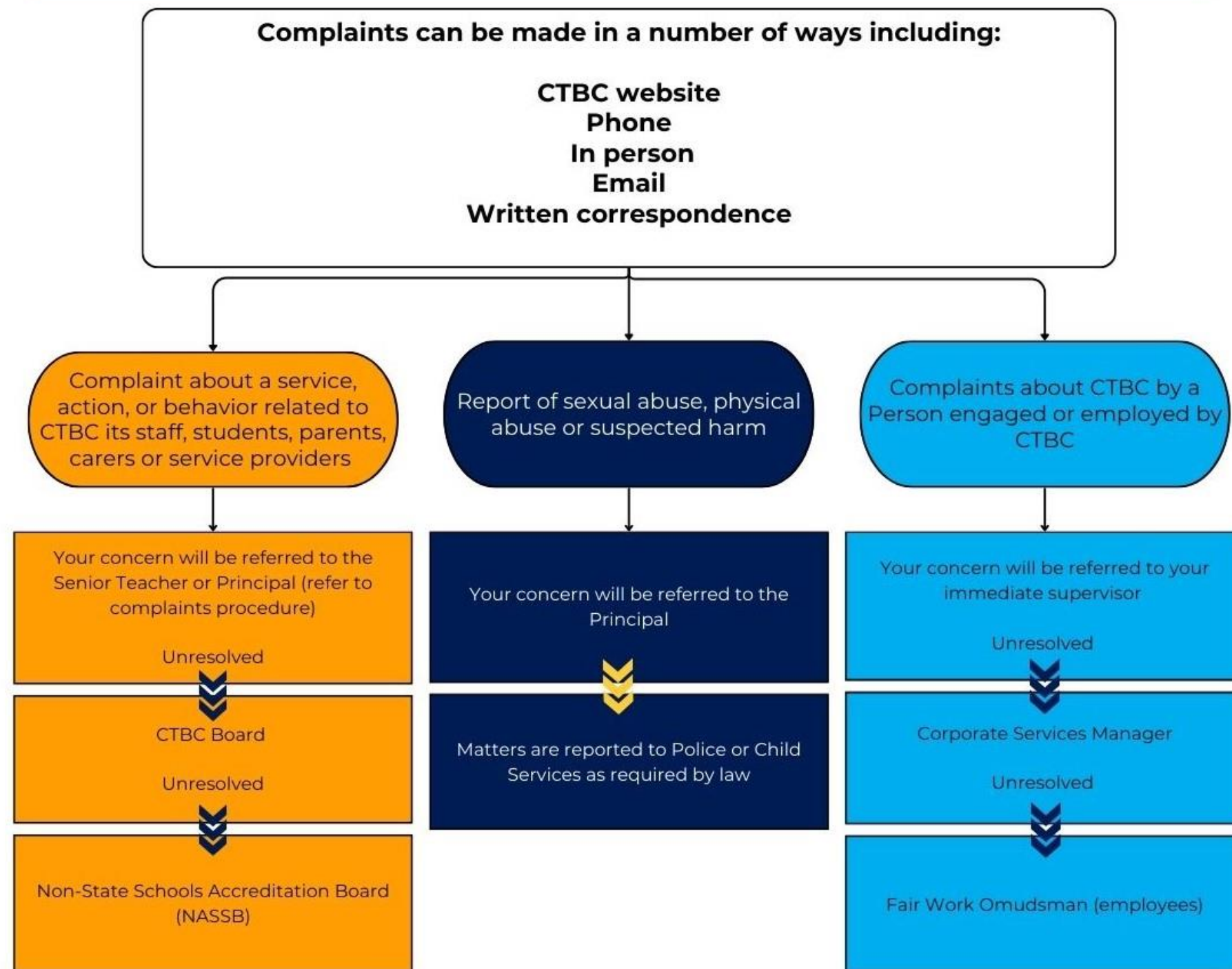


### How we use and store information:

Complaints are a valuable source of information to assist CTBC in improving its services. All complaints are reviewed by senior management to identify areas for continuous improvement.

Details of complaints are stored securely with restricted access. CTBC respects all parties right to privacy and is bound by the CTBC Privacy Policy.

## CTBC Complaint Pathway



### Informal Resolution

Where possible it is preferable for complaints to be resolved between parties through supported, informal mediation. This may involve, with the permission of parties concerned, arranging a mutually suitable time and place to discuss concerns and seek a resolution. If any of the parties are not comfortable with this or a resolution cannot be found the complaint should be formalised and the process for formal complaint resolution followed.

Note: this does not apply to complaints that are of an unlawful nature or where mandatory reporting or applies.

### Complainant Responsibilities

To ensure complaints are able to be processed effectively complaints are requested to:

- lodge the complaint as soon as possible after the issue arises
- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints
- act in good faith and in a calm and courteous manner
- act in a non-threatening manner
- recognise that all parties have rights and responsibilities which must be balanced
- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them

### Complaints can be made in the following ways:

Online: <https://ctbc.qld.edu.au/feedback/>

Email: [admin@ctbc.qld.edu.au](mailto:admin@ctbc.qld.edu.au)

Phone: (07) 3282 8000

In Person or in Writing: 21 Dunlop Street Collingwood Park QLD 4301