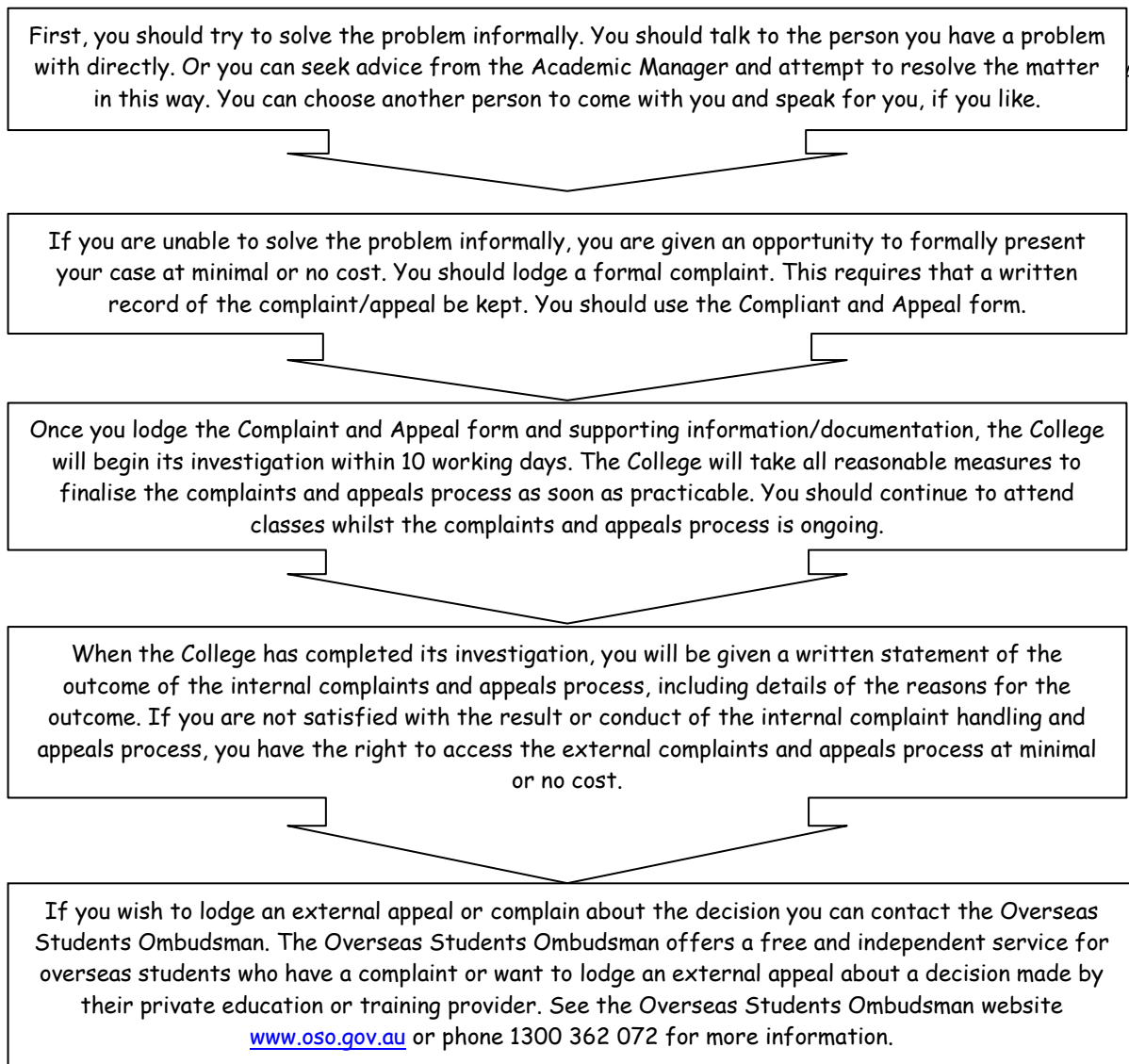


Grievance Procedure

Castle College has a documented internal complaints and appeals process for all students. At Castle College this process is named the Grievance Procedure.

A grievance is a problem that you have with Castle College. Please remember that we are here to help you. If you are not satisfied with a decision or action taken by Castle College, you have the right to complain or appeal the decision. We will try to find a solution to make everyone happy as quickly as possible. The following flow chart shows you how to find a solution to your problem.



You can write your grievance down if you find this easier and/or choose someone you trust to talk for you or come with you.

Remember you have a right to have your complaint addressed under Australian consumer protection laws.

Title	Grievance Procedure
Version	BD_v5_Apr11
Author	Brendan Daly
Date	13 April 2011