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Bendigo Kangan Institute

## Feedback (Compliments and Complaints) Procedure

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### 1.0 Purpose

This procedure provides people and groups with a process to raise and resolve concerns promptly, fairly, and equitably, while applying principles of natural justice and procedural fairness.

For more information on BKI's position on the provision of feedback and policy principles, refer to the Feedback (Compliments and Complaints) Policy.

### 2.0 Scope

The procedure applies to anyone who wants to provide feedback or make a complaint to BKI about any matter. Feedback can be provided to BKI by anyone, whether they are a student, member of the public, employee, contractor or supplier.

Feedback or complaints can be made in a variety of ways, including via telephone, email, online (including BKI-managed social media channels) or by post.

Allegations of suspected improper conduct or corruption must be made and responded to confidentially using the process outlined in the BKI's Speak Up Policy.

This policy does not apply to:

- Allegations of suspected improper conduct or corruption (see BKI's *Improper Conduct Policy*).
- Assessment appeals (See Assessment Appeals and Training and Assessment policies and procedures)

Allegations of child abuse and neglect incidents, disclosures or suspicions must be made and responded to confidentially using the processes outlined in the BKI's Child Safety Policy and Procedure. Any investigation, action or review or appeal process taken in relation to BKI's child safety obligations will be in accordance with the BKI Child Safety Policy and Procedure.

### 3.0 Legislative Reference

See 3.0 of Feedback (Compliments and Complaints) Policy – Legislative Context



## Bendigo Kangan Institute

### Feedback (Compliments and Complaints) Procedure

#### 4.0 Procedural Steps

No.	Phases and steps	Name of role who actions
4.1	<b>Receiving and acknowledging feedback</b>	
4.1.1	The primary method BKI accepts feedback (compliments and complaints) is via the Online Form on the Kangan BKI and Bendigo TAFE websites. The person submitting the feedback is required to enter all mandatory fields before feedback is lodged.	Person submitting the feedback
4.1.2	<p>BKI accepts feedback across all communication mediums that are directed to a BKI staff member including by email, face-to-face, online (including on official BKI social media pages), telephone and letter.</p> <p>BKI does not require a person to complete the Online Form in order to consider their feedback recognising that some individual's circumstances may mean completing the form may be challenging for them.</p> <p>If feedback is received by a BKI staff member directly, the individual should be encouraged to lodge feedback via the Online Form or the staff member should do it on their behalf.</p> <p>If feedback is received by email, the BKI staff member may forward the email to <a href="mailto:feedback@kangan.edu.au">feedback@kangan.edu.au</a>.</p>	Employee Receiving Feedback
4.1.3	When feedback is submitted via Feedback / Complaints form, an email is automatically generated acknowledging receipt of the complaint/feedback, providing a timeframe for a response.	System Generated
4.2	<b>Allocating Complaints / Triage</b>	



VETASSESS

eWorks

Bendigo Kangan Institute

## Feedback (Compliments and Complaints) Procedure

No.	Phases and steps	Name of role who actions
4.2.1	<ul style="list-style-type: none"> <li>Once feedback is lodged, a New Entry is recorded in the SharePoint Feedback Details and Reports Tool. In most cases, feedback is allocated to the area to which it relates. This enables that area to consider how to resolve, investigate and remedy the complaint. Some complaints activate certain obligations and should be referred to specific internal areas. This does not always mean the referred area responds to the complaint. These areas provide supporting advice and determine whether any issues need to be externally reported.</li> </ul>	System Generated  AND  Governance Risk and Compliance

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Doc Custodian: Manager, Governance and Integrity Version No: 4.3

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Page 3 of 27

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## Bendigo Kangan Institute

### Feedback (Compliments and Complaints) Procedure

4.2.2	<p><b>High Risk Complaints</b></p> <p>Certain complaints will be categorised as 'high risk.' These complaints are categorised as high risk if they involve, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Serious safety concerns (e.g., incidents involving harm or potential harm to individuals, child safety.)</li> <li>• Allegations of fraud, misconduct, or breach of legal/ethical obligations</li> <li>• Escalating issues that threaten to significantly affect BKI's reputation, operations, or compliance</li> <li>• Vulnerable individuals involved, requiring immediate attention or heightened care</li> </ul> <p>Selection Criteria for High-Risk Complaints:</p> <ul style="list-style-type: none"> <li>• Severity of Issue: Any complaint involving severe harm, threat to life, or critical legal violations.</li> <li>• Vulnerability of the Person: Complaints involving minors, child safety, persons with disabilities, elderly individuals, or others in vulnerable situations.</li> <li>• Reputational Risk: Complaints that could cause significant public or regulatory scrutiny or harm to the organisation's reputation.</li> <li>• Compliance or Legal Violations: Complaints that allege potential breaches of regulatory or legal obligations.</li> </ul> <p>Process to be Followed for High-Risk Complaints:</p> <ol style="list-style-type: none"> <li>1. Immediate Escalation: High risk complaints must be flagged immediately upon entry. These complaints will be prioritised and escalated to [relevant team] for further assessment.</li> <li>2. Duty of Care: Appropriate support, including legal, medical, or counselling assistance, will be arranged where necessary.</li> <li>3. Resolution Timeframes: High risk complaints require urgent attention. The initial acknowledgment of the complaint should be made within [timeframe]. The investigation should begin immediately where possible, with a resolution or update provided within 10 business days unless more time is required due to the complexity of the issue.</li> <li>4. External Reporting: In cases where a high-risk complaint requires external reporting (e.g., to regulators, legal authorities, or external bodies), the relevant internal areas will ensure compliance with the reporting obligations. This does not necessarily mean that the referred area will directly respond to the complaint but will provide guidance on how to manage and report it.</li> </ol>	<p>Governance Risk and Compliance</p> <p>AND</p> <p>Assigned Officers</p>
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Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 4 of 27

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## Bendigo Kangan Institute

### Feedback (Compliments and Complaints) Procedure

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	<p>5. Ongoing Monitoring: A follow-up will be conducted after resolution to ensure the issue has been adequately addressed and that no further risks remain.</p> <p><b>Vulnerable Persons</b> When children and young people, or persons with disability having a legal guardian, or otherwise determined at risk, i.e., mental health, or in crisis, involved as either complaint, witness, victim, or offender the Assigned Officer must ensure that the appropriate parent, carer, guardian or support person (in communication and input from the vulnerable person) are informed and included in the processes to resolution, so that they are given opportunity to act in the best interests to support, advocate and protect the vulnerable person.</p>	
4.2.3	<p><b>Co-Assignees/Multiple Assignees</b></p> <ul style="list-style-type: none"> <li>Certain complaints may be assigned to multiple staff in the system.</li> <li>Head of Student services coordinates and assigns as Secondary or Primary assignee complaints that require student support or impact on student wellbeing.</li> <li>HR Business Partner Manager coordinates and assigns complaints that are about a BKI staff member performance or behavior.</li> <li>Feedback Tool includes functionality for assignment of both a 'primary assignee' and 'secondary assignee'. Assignees will be allocated by GRC, subject to discussion as required.</li> <li>The primary assignee is ultimately accountable for responding to the complainant, completing the Feedback tool and attaching required evidence to the Tool. Primary assignee should check with other allocated staff to ensure agreement of complaint management.</li> <li>Should staff be unable to agree on a suitable primary assignee, GRC will facilitate a discussion to identify the primary assignee.</li> <li>Email templates are sent to Primary and Secondary assignee which clearly identifies the delineation of responsibilities</li> </ul>	<p>Governance Risk and Compliance</p> <p>AND</p> <p>Head of Student Services/HR Business Partner Manager</p> <p>AND</p> <p>Assigned Officers</p>

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Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 5 of 27

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## Bendigo Kangan Institute

### Feedback (Compliments and Complaints) Procedure

4.2.4

See table below for a guide on types of feedback and area allocated.

Types of Feedback	Area Allocated
Course / Teaching and Assessment / Delivery Quality / Accessibility	Relevant teaching area Program Lead / Department Manager / Director depending on complexity of complaint.  Where complaints are about a particular issue, the teaching area may be required to consult and work with certain areas across the organisation (e.g. Student Services).  A full list is provided <b>Complaint or Feedback Notification</b> allocated to staff.
Student Support / Reasonable Adjustments / Disability	Head of Student Support and Success
Teacher Conduct Issues (Including Bullying and Discrimination)	Head of People and Culture
Enrolment including Apprentice and Trainee issues, and Pre-Training Review	Manager, Enquiries and Admissions Hub – Registrar's Office
Campus Facilities	Manager Campus Operations
Certificates, Refunds, Fees and Charges, Withdrawal, VET Student Loans	Manager, Student Records and Reporting / Team Leader Student Records – Registrar's Office
Child Safety Incidents <b>Note:</b> to be managed via Child Safety Process	Child Safety Officer

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Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 6 of 27

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## Bendigo Kangan Institute

### Feedback (Compliments and Complaints) Procedure

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	Reportable Conduct (child safety incidents where BKI worker or volunteer alleged to be involved) <b>Note:</b> to be managed via Child Safety Process	Child Safety Officer and Workplace Relations Partner
	Supplier / Commercial	Procurement Manager
	Improper Conduct or Speak Up Reports <b>Note:</b> to be managed via Improper Conduct Policy Process	Head Governance, Risk and Compliance
	Regulatory and Legal Compliance	Head Governance, Risk and Compliance to coordinate
	Employee Behaviour / Bullying / Employment Terms and Conditions disputes <b>Note:</b> reports relating to internal workplace disputes and complaints to be managed via Resolution of Grievance process and this procedure if applicable	HR Business Partner / Head of People and Culture
	Occupational Health and Safety (Including Psycho-social Issues)	Head of Occupational Health and Safety
	Once allocated area is identified, the responsible person/s is Assigned in the system.	

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 7 of 27

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No.	Phases and steps	Name of role who actions
4.2.5	Assigned staff member receives, an auto-notification by email and Teams. The notification includes instruction and expectations that should be adhered to when handling feedback.	System Generated
4.3	<b>Decide on approach to respond</b>	
4.3.1	<ul style="list-style-type: none"> <li>Decide on a Front-line resolution or Investigation response. Refer to Feedback Policy (Compliments and Complaints) which describes the two response approaches.</li> <li>Consult Governance Risk and Compliance if unsure.</li> </ul>	Assigned Officer
4.3.2	<b>Anonymous complaints</b> <ul style="list-style-type: none"> <li>If warranted, investigate anonymous feedback in the same way you would investigate feedback that is not anonymous.</li> <li>Anonymous feedback is to be treated the same as non-anonymous except no response is sent to the individual.</li> </ul>	Assigned Officer
4.4	<b>Respond to the feedback</b>	

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 8 of 27

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## Bendigo Kangan Institute

### Feedback (Compliments and Complaints) Procedure

No.	Phases and steps	Name of role who actions
4.4.1	<ul style="list-style-type: none"> <li>Once the complaint is investigated (if required) and staff members / areas consulted as required, provide a written response to the individual who lodged the complaint. The response should:               <ul style="list-style-type: none"> <li>Provide information about what BKI did in response to the feedback and what the outcome was, including any changes that made or intended to be made, subject to confidentiality;</li> <li>Provide reasons for decisions made as a result of the feedback;</li> <li>Apologise where mistakes have been made and explain the steps that will be taken to remedy the mistake; and</li> <li>Tell the person what their options are to request an Internal Review or seek External Review as per 4.7 and 4.8.</li> </ul> </li> <li>In some cases, it may be prudent to phone or organise a Teams Call with the individual. The individual should be given the option of a support person if required. Even if the complaint is resolved over a call, it is still a requirement to provide a formal written response to close out the complaint.</li> <li>To help guide written complaint responses and to troubleshoot common scenarios, refer to the Communications Templates.</li> </ul>	Assigned Officer



## Bendigo Kangan Institute

### Feedback (Compliments and Complaints) Procedure

No.	Phases and steps	Name of role who actions
4.4.2	<p>According to the Feedback Policy, most complaints should be resolved within 10 days. The following timescales should be adhered to:</p> <p><b>Same day or as soon as practicable:</b></p> <ul style="list-style-type: none"> <li>For complaints that relate to safety concerns, i.e., child safety incidents, disclosure or suspicions, per Child Safety Policy and Procedure that details situations requiring reporting to the Department of Families, Fairness and Housing (DFFH) Child Protection authorities. In an emergency follow the campus Incident response process and call '000' as needed.</li> </ul> <p><b>At reasonable intervals and at least monthly</b></p> <ul style="list-style-type: none"> <li>Provide updates at reasonable intervals; tell the person when they can expect to hear from you and what the process looks like.</li> </ul> <p><b>21 days (Ombudsman Guidelines for Complaint Management):</b></p> <ul style="list-style-type: none"> <li>Respond to complaints within 21 days.</li> <li>Decide at 21 days whether escalation is needed to the Governance, Risk and Compliance (GRC) Team .</li> <li>If a complaint remains unresolved at 21 days after submission, advise student that they can request an internal review.</li> </ul> <p><b>30 Calendar Days</b></p> <ul style="list-style-type: none"> <li>An investigation progress update concerning allegations of reportable conduct must be provided to the CCYP, a CSO supports the Workplace Relations Partner with this, refer to the Reportable Conduct Investigations Procedure</li> </ul>	Assigned Officer
	<p><b>Auto-notification for complaints</b></p> <ul style="list-style-type: none"> <li>If a complaint is not resolved within 10 days, automatic notifications will be sent to the allocated officer and Governance Risk and Compliance (GRC team will also be notified). Notifications will be re-sent 10 days later until the complaint is marked as complete.</li> </ul> <p>You may contact GRC for support and guidance at any stage during the handling of the feedback.</p>	System Generated
4.5	<b>Complete the Feedback and Evaluation Tool</b>	

**Bendigo Kangan Institute****Feedback (Compliments and Complaints) Procedure**

4.5.1	<ul style="list-style-type: none"> <li>Complete all mandatory fields in the feedback and evaluation tool.</li> <li>Attach the response provided to the complainant to the bottom of the tool. Attaching evidence of response/file notes is mandatory unless the reporter is anonymous.</li> <li>The tool provides an official log of the feedback and provides insights to drive continuous improvement.</li> </ul> <p>BKI considers feedback against our expectations as a vocational education provider and a public sector entity. Staff assessing feedback may use the following template to independently assess the merits of the feedback against the following categories:</p> <table border="1"> <tr> <td><b>Legal expectations:</b></td><td>Consider related legislative and policy obligations in reviewing the decision, action or practice under review and deciding whether escalation is needed internally or externally to authorities.</td><td>BKI's decision, action or practice <b>did not</b> /did meet its legal expectations.</td></tr> <tr> <td><b>Reasonableness</b></td><td>Consider whether the decision, action or practice under review reflects common sense and flexibility to individual needs – for example, disability, exceptional circumstances.</td><td>BKI's decision, action or practice <b>did not</b> / did reflect common sense or flexibility to individual needs– for example, disability, exceptional circumstances.</td></tr> <tr> <td><b>Human rights, accessibility and equity</b></td><td>Consider whether any human rights are engaged or whether the decision, action or practice could reflect discriminatory, inequitable or inaccessible practices. Consider applicable</td><td>BKI's decision, action or practice was <b>incompatible</b> / <b>compatible</b> with rights set out under the <i>Charter of Human Rights and Responsibility Act 2016</i></td></tr> </table>	<b>Legal expectations:</b>	Consider related legislative and policy obligations in reviewing the decision, action or practice under review and deciding whether escalation is needed internally or externally to authorities.	BKI's decision, action or practice <b>did not</b> /did meet its legal expectations.	<b>Reasonableness</b>	Consider whether the decision, action or practice under review reflects common sense and flexibility to individual needs – for example, disability, exceptional circumstances.	BKI's decision, action or practice <b>did not</b> / did reflect common sense or flexibility to individual needs– for example, disability, exceptional circumstances.	<b>Human rights, accessibility and equity</b>	Consider whether any human rights are engaged or whether the decision, action or practice could reflect discriminatory, inequitable or inaccessible practices. Consider applicable	BKI's decision, action or practice was <b>incompatible</b> / <b>compatible</b> with rights set out under the <i>Charter of Human Rights and Responsibility Act 2016</i>	Assigned Officer
<b>Legal expectations:</b>	Consider related legislative and policy obligations in reviewing the decision, action or practice under review and deciding whether escalation is needed internally or externally to authorities.	BKI's decision, action or practice <b>did not</b> /did meet its legal expectations.									
<b>Reasonableness</b>	Consider whether the decision, action or practice under review reflects common sense and flexibility to individual needs – for example, disability, exceptional circumstances.	BKI's decision, action or practice <b>did not</b> / did reflect common sense or flexibility to individual needs– for example, disability, exceptional circumstances.									
<b>Human rights, accessibility and equity</b>	Consider whether any human rights are engaged or whether the decision, action or practice could reflect discriminatory, inequitable or inaccessible practices. Consider applicable	BKI's decision, action or practice was <b>incompatible</b> / <b>compatible</b> with rights set out under the <i>Charter of Human Rights and Responsibility Act 2016</i>									



## Bendigo Kangan Institute

### Feedback (Compliments and Complaints) Procedure

	<p>policies and procedures.</p> <p>(Vic) or could / could not be perceived as discriminatory, inequitable or inaccessible.</p>	
<b>Procedural requirements</b>	<p>Consider the steps BKI is required (by law, regulation or policy) to take when making a decision, action or undertaking practice like the one under review, and whether any steps were taken that is outside of the process.</p>	<p>BKI's decision, action or practice did not / did reflect procedural requirements or steps were taken outside of established processes.</p>
<b>Service delivery / Communication</b>	<p>Consider:</p> <ul style="list-style-type: none"> <li>the way a decision was made and the way we made a decision /took action</li> <li>whether the decision/action was appropriately communicated and people impacted by the decision were offered an opportunity to provide feedback or comment as appropriate</li> <li>whether BKI was</li> </ul>	<p>BKI's decision, action or practice did / did not reflect good customer service or communication.</p>

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Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 12 of 27

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## Feedback (Compliments and Complaints) Procedure

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	<p>open to feedback</p> <ul style="list-style-type: none"> <li>whether action taken by BKI was proportionate, necessary and appropriate in the circumstances</li> </ul>	
4.6	<b>Rectification</b>	

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 13 of 27

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## Bendigo Kangan Institute

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4.6.1	<ul style="list-style-type: none"> <li>If the complaints process results in a decision or recommendation in favour of the person who made the complaint, implement the relevant action and advise the person, and if applicable their parent or carer or legal guardian, who made the complaint of this action.</li> <li>If there was an investigation that resulted in corrective actions, implement countermeasures to correct the problem at root cause and notify relevant stakeholders. Including whether a code of conduct or other policy breach occurred and any subsequent counselling or disciplinary action contained only to those who need to know.</li> <li>Refer to Feedback and Report Details Tool Evaluation and Decision Making which lists types of rectification actions including: process review, creation or modification to policy or procedure, training and counselling and individual remedy to affected person/s.</li> <li>Rectification or corrective actions should be logged in the Feedback and Evaluation Tool Actions Taken Register for reporting and monitoring purposes.</li> <li>Notifying the person, and if applicable, their parent or carer or legal guardian of actions to rectify the situation, in a manner that does not impact the rights of other parties.</li> </ul>	Assigned Officer
4.7	<b>Internal Reviews / Escalated Complaints</b>	



## Bendigo Kangan Institute

### Feedback (Compliments and Complaints) Procedure

No.	Phases and steps	Name of role who actions
4.7.1	<p><b>Requesting an Internal Review:</b></p> <p>A person who has made a complaint can request an internal review of the if:</p> <ul style="list-style-type: none"> <li>• They are dissatisfied with the decision made as a result of a complaint; or</li> <li>• They consider they have not received a progress update within areasonable period.</li> </ul> <p>Requests for internal review can be made by contacting the Office of the Chief Executive Office or expressing this request to a BKI staff member.</p> <p>A person requesting an internal review should make clear <i>why</i> they consider the person who considered their feedback has made the wrong decision.</p>	The person who made the complaint
4.7.2	<p><b>Referring requests for Internal Review:</b></p> <p>Requests for internal reviews are referred to GRC.</p>	Office of the CEO / Original Assigned Officer
4.7.3	<p><b>Assessing requests for Internal Review:</b></p> <p>Determines or delegate the determination of whether:</p> <ul style="list-style-type: none"> <li>• An internal review is not necessary because the original complaint handling process is underway or a complaint handling process has not yet been initiated; refer the request to the relevant area for frontline resolution or investigation; or</li> <li>• An internal review is not needed by the allocated officer should take further action; or</li> <li>• An internal review is needed.</li> </ul>	Head of Governance, Risk and Compliance or delegate

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 15 of 27

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4.7.4	<p><b>Allocating internal reviews</b></p> <ul style="list-style-type: none"> <li>Where internal reviews are conducted, they are allocated to an independent decision-maker who was not originally involved in the initial decision to which the complaint relates. This could be a GRC representative, different business unit or a different person within the same business unit that the complaint relates to.</li> </ul> <p>Where appropriate, Governance Risk and Compliance facilitates an internal review in response to a regulator enquiry, for Child Safety Incidents. This generally will be the Child Safety Officer and overseen by GRC.</p>	Head, Governance Risk and Compliance
4.7.5	<p><b>Conducting internal reviews:</b></p> <p>The Internal Reviewer considers whether the original decision-maker:</p> <ul style="list-style-type: none"> <li>identified and addressed all relevant issues and obligations;</li> <li>sought and considered appropriate information;</li> <li>applied relevant obligations, policies and procedures;</li> <li>made the correct decision; and</li> <li>adequately explained the decision to the person with the complaint.</li> </ul> <p>At the end of an internal review, the Internal Reviewer may recommend:</p> <ul style="list-style-type: none"> <li>reallocation of the complaint to the same or a different person for further action</li> <li>internal escalation of an issue</li> <li>no further action is needed.</li> </ul>	Internal Reviewer
4.7.6	<p>Separate to internal reviews of a specific complaint, GRC may undertake an internal review of a complaint theme following insight analysis. GRC may conduct the review by interviewing staff and formulating a report that examines root causes and provides recommendations/actions.</p>	GRC representative
4.8	<b>External Complaints</b>	

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 16 of 27

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	<table><tr><td><i>academic achievement, minimum Child Safe Standards</i></td><td><a href="#">ages/contact.aspx</a></td></tr><tr><td>Victorian Registration and Qualifications Authority</td><td></td></tr><tr><td><i>Commission for Children and Young People</i></td><td><a href="https://ccyp.vic.gov.au/">https://ccyp.vic.gov.au/</a></td></tr></table>	<i>academic achievement, minimum Child Safe Standards</i>	<a href="#">ages/contact.aspx</a>	Victorian Registration and Qualifications Authority		<i>Commission for Children and Young People</i>	<a href="https://ccyp.vic.gov.au/">https://ccyp.vic.gov.au/</a>	
<i>academic achievement, minimum Child Safe Standards</i>	<a href="#">ages/contact.aspx</a>							
Victorian Registration and Qualifications Authority								
<i>Commission for Children and Young People</i>	<a href="https://ccyp.vic.gov.au/">https://ccyp.vic.gov.au/</a>							
4.9	<b>Monitoring and Reporting</b>							
4.9.1	<p>GRC will provide Quality Assurance checks of the Feedback Tool. The QA will cover:</p> <ul style="list-style-type: none"><li>• Information entered correctly</li><li>• Whether sufficient evidence uploaded to tool and quality of feedback response meets BKI expectations.</li><li>• Follow up on actions to resolve complaints including continuous improvement actions.</li></ul>	GRC representative						
4.9.2	<p>GRC provides monthly quantitative data summary to Business Insights to inform Monthly Corporate Reporting.</p> <p>GRC provides a quarterly feedback analysis report to the Executive team. The report includes quantitative data insights and summary of key themes, complaint drivers and sources of feedback to inform opportunities for continuous improvement.</p> <p>The quarterly report is also to be disseminated to leadership in Education Delivery, Student Support and Success, and People and Culture.</p>	GRC representative  Business Insights Lead						

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 18 of 27

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### Feedback (Compliments and Complaints) Procedure

#### 5.0 Roles and Responsibilities

Role	Responsibilities
Assigned Officer	Assess and respond to the Feedback in consultation with relevant stakeholders. Communicate with the person who provided the feedback throughout the process
Head of Governance Risk and Compliance	In conjunction with their team: <ul style="list-style-type: none"> <li>• Oversees the implementation of the policy;</li> <li>• Triage the feedback to Allocated Officer and allocates internal reviews and investigations;</li> <li>• Provides guidance and support on complaint resolution and process;</li> <li>• Develops business tools to support compliant resolution and continuous improvement; and</li> <li>• Facilitates thematic reporting and insights.</li> </ul> Engages independent external reviewer and activates alternative dispute resolution processes, as relevant.
Head of Student Services	Coordinates and manages student complaints that require student support or impacts student wellbeing.
HR Business Partner Manager	Coordinates and manages complaints that relate to a BKI staff member's performance or behaviour.
Head of Brand and Marketing	Ensure policy and procedure available through publication in both the Student Handbook and on the BKI's websites:
Senior Leadership Team	<ul style="list-style-type: none"> <li>• Oversee the consideration and resolution of escalated or complex complaints.</li> <li>• Drive feedback culture throughout the BKI.</li> </ul>

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 19 of 27

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## Feedback (Compliments and Complaints) Procedure

### 6.0 Definitions

Word/Term	Definition
Assigned Officer	The BKI staff member assigned to manage and respond to the feedback.
ASQA	Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector. ASQA accepts complaints and feedback about training providers from students and all members of the community. <a href="https://www.asqa.gov.au/students/complaints">https://www.asqa.gov.au/students/complaints</a>
Complaint	An expression of dissatisfaction with: <ul style="list-style-type: none"> <li>the quality of an action taken, decision made, or service provided by the BKI, anyone under the BKI's oversight or an BKI contractor.</li> <li>a delay or failure in providing a service, taking an action, or making a decision by BKI or an BKI contractor.</li> </ul>
Compliment	An expression of praise or satisfaction with the quality of experience or service provided by the BKI.
External Review	When BKI responds to feedback, it provides the person who provided the feedback with information about their rights of appeal and/or review by external authorities including the Victorian Ombudsman and Australian Skills Qualification Authority (ASQA).
Feedback	Information about reactions to a product, a person's performance of a task which is used as the basis for driving improvement. Feedback can come in the form of complaints or compliments.
Frontline Resolution	Complaint is straight forward and resolved immediately by the Allocated Officer without the need to investigate/consult further.  Frontline resolution is generally used where the concerns represented are simple, non- contentious, and/or do not require BKI to prove or disprove an allegation that relates to the reputation of a person or the BKI. Most complaints about the administrative application of policies, procedures or service delivery are appropriate for frontline resolution.



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## Feedback (Compliments and Complaints) Procedure

Word/Term	Definition
GRC	Governance, Risk and Compliance. GRC oversee the governance of the BKI's Feedback program.
Internal Review	Internal Review refers to the process of independent review over the way an issue has been handled, including the way a complaint has been assessed and responded. This process is generally available after feedback has been considered and responded to or where there is a delay in addressing feedback.
Investigation	An internal investigation may be required where feedback presents complex or sensitive.  Investigations are reserved for more serious types of complaints, such as those that relate to the health, safety and wellbeing of people or the conduct and reputation of individuals. Case by case assessments are conducted to decide if an investigation is needed.
Natural Justice	The 'fair hearing' and 'no bias' rules: all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right of representation by another person. A decision-maker in relation to their grievance should have no personal interest in the matter and should be unbiased in their decisions.
Procedural Fairness	By providing feedback, a person has the opportunity to share their experience and concerns. BKI commits to considering all feedback in good faith and being open to receiving and learning from feedback.  Before making a decision, the allocated officer considers all relevant information.
Victorian Ombudsman	The role of the Victorian Ombudsman is to keep government and public organisations accountable. They do this by investigating complaints about government, the conduct of officials, or broad areas of public interest. Their aim is to improve public administration and decision making.  <a href="https://www.ombudsman.vic.gov.au/complaints/">https://www.ombudsman.vic.gov.au/complaints/</a>



## Bendigo Kangan Institute

# Feedback (Compliments and Complaints) Procedure

## 7.0 Related Documents

Document Name
Feedback (Compliments and Complaints) Procedure
<a href="#">Feedback and Report Details Tool</a>
Fees Charges and Refunds Policy
Employee Code of Conduct Policy
<a href="#">Online Feedback Form</a>
Speak Up Policy
Student Code of Conduct Policy
Student Welfare and Accessibility Policy
<a href="#">Fact sheet - Completing the Feedback Details and Reports Tool</a>
Child Safety Policy and Procedure
Reportable Conduct Investigations Procedure

## 8.0 Version Control and Change History

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
1.1	18/07/18	Manager, Academic Governance and Quality	Link to Student complaints and Grievance Policy and minor update of changes	CEO
1.2	13/11/18	Manager, Academic Governance and Quality	Minor change of reference to Appeals Panel rather than Committee to align with policy.	Executive Director – Education Services

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 22 of 27

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### Feedback (Compliments and Complaints) Procedure

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
1.3	10/12/18	Manager, Academic Governance and Quality	Minor change to clarify the costs associated with complaints and link to forms on the website.	Executive Director – Education Services
2.0	28/08/19	Chief Academic Officer	Include appeals to VRQA and include students in corrections facilities.	Board of Studies
2.1	5/02/2020	Chief Academic Officer	Include international Student Complaints and Appeals	Board of Studies
3.0	19/08/2021	Chief, Governance and Quality Officer	Aligned procedure to Feedback Framework 2021.	Chief, Governance and Quality Officer

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Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 23 of 27

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### Feedback (Compliments and Complaints) Procedure

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
4.0	25/06/2024	Head Governance, Risk and Compliance	<p>Realigned procedure to the new template.</p> <p>Procedure flow and content adjusted to reflect current practice.</p> <p>Update of roles and responsibilities within procedure flow to reflect current state.</p> <p>Updated table 4.2.1 to describe how feedback is triaged to align to current organisational design state.</p> <p>Updated content to include email notification process for unresolved complaints post 10 days.</p> <p>Updated Roles and Responsibilities, Definitions and Related Documents.</p>	Chief Operating Officer

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Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 24 of 27

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### Feedback (Compliments and Complaints) Procedure

4.1	06/03/2025	Head Governance, Risk and Compliance	<p>Changes were made to align with recommendations following Deloitte's audit of BKI's complaints management process. The agreed updates to the Procedure include:</p> <ul style="list-style-type: none"> <li>(a) Updating protocols and expectations regarding multiple assignees and linkages to staff performance (HR Business Partners).</li> <li>(b) Updating the Feedback Tool functionality (and therefore, the Procedure) to include a 'High Risk' option and what constitutes 'high risk' selection criteria.</li> <li>(c) Developing a fact sheet that defines the minimum standards for the level of detail to be captured in the Feedback Tool (and reflecting this in the Procedure).</li> <li>(d) Updating Procedure to indicate that GRC will provide a Quality Assurance check of the Feedback Tool and quarterly feedback analysis report to the Executive team.</li> <li>(e) Updating the Procedure to require documents to be uploaded before non-</li> </ul>	Head Governance, Risk and Compliance
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Issue Date: 24/09/2025

Page 25 of 27

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### Feedback (Compliments and Complaints) Procedure

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			anonymous complaints are finalised.	
4.2		Head Governance, Risk and Compliance	<p>Changes were made to align with recommendations following Deloitte's audit of BKI's Child Safety Practices.</p> <p>(a) Update child safety policies and procedures as well as the complaints handling policy, to explicitly reference family and community involvement. Adding parents / carers into processes including reviews.</p> <p>(b) Update the Feedback Policy, to clearly link this document (where appropriate) with the Child Safety Policy. This may include, for example, policy direction on when and how complaints relating to child safety matters should be managed and/or reported to the relevant authorities such as law enforcement, child protection, and the Child Safety Commissioner.</p>	Head GRC

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 26 of 27

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### Feedback (Compliments and Complaints) Procedure

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
4.3	24/09/2025	Manager, Governance and Integrity	<ul style="list-style-type: none"> <li>Updated linkages between the procedure and the resolution of grievance procedure and relevant child safety policies and procedures</li> <li>Minor Typographical and updates to linked policies/external references throughout</li> </ul>	Head of Governance Risk and Compliance

#### 9.0 Document Custodian and Approval Authority

Document Custodian	Approval Authority	Approval Date	Scheduled Review Date
Manager, Governance and Integrity	Head of Governance Risk and Compliance	24/09/2025	24/09/2027

Approval Authority: Head of Governance Risk and Compliance

Doc Custodian: Manager, Governance and Integrity Version No: 4.3

Issue Date: 24/09/2025

Page 27 of 27

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