

#### **606.1: Introduction**

Southern Sydney Business Education Network (BEN) is a Work Placement Service Provider (WPSP) funded by the NSW Department of Education to support and coordinate mandatory work placements for students undertaking Higher School Certificate (HSC) Industry Curriculum Framework (ICF) Vocational Education and Training (VET) courses who are enrolled in schools within the service region.

#### **606.2: Policy Statement**

Complaints about students, host employer, school / TAFE staff or Southern Sydney BEN staff will be acted on in a professional and unbiased manner.

#### **606.3: Purpose / Objective**

- To ensure the safety and welfare of all stakeholders.
- To resolve issues quickly and professionally
- Provide guidelines to ensure complaints are investigated promptly and appropriate action taken.

#### **602.4: Scope**

This policy will apply to all stakeholders.

#### **606.5: Roles and Responsibility**

- All complaints should be submitted to the Executive Officer or Work Placement Manager on the appropriate form contained in the Complaints Handling Procedure.
- Southern Sydney BEN will take appropriate action on any complaints raised by our stakeholders.

#### **606.6: Monitoring, Evaluation and Review**

This policy will be reviewed by the Executive Officer, Southern Sydney BEN on a regular basis. Any amendments or additions will be made as appropriate and reissued to all parties.

#### **606.7: Associated Documents**

Southern Sydney BEN policies and procedures are based on the following documents

- Funding Agreement for NSW Work Placement Coordination
- Vocational Education in Schools – Workplace Learning Policy
- Employers Guide to Workplace Learning – (Department of Education and Catholic Education Office)
- Parents and Carers Guide to Workplace Learning –(Department of Education and Catholic Education Office)
- Southern Sydney Complaints Handling Procedure
- Southern Sydney BEN Staff Manual

#### **606.8: Authorisation**

The Executive Officer, Southern Sydney BEN