



Canterbury Technical Institute

CRICOS 02938M / RTO No. 31645 ABN 61 128 149 32
Level 8, 333 Adelaide Street, Brisbane 4000
Phone: 07 3123 4055 Fax: 07 3221 225
Website: www.cti.qld.edu.au

Student Grievance Handling

Policy & Procedure

Policy

1. CANTERBURY TECHNICAL INSTITUTE PTY LTD is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible and offered to complainants at no charge. CANTERBURY TECHNICAL INSTITUTE PTY LTD aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
- Set in place a grievance handling system that is client focussed and helps CANTERBURY TECHNICAL INSTITUTE PTY LTD to prevent grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.

A grievance can be defined as a student's expression of dissatisfaction with any aspect of CANTERBURY TECHNICAL INSTITUTE PTY LTD's services and activities, such as:

- • the enrolment, induction/orientation process;
- • the quality of education provided;
- • academic matters, including student progress, assessment, curriculum and awards in a VET course of

study;

- • handling of personal information and access to personal records;
- • the way someone has been treated.

This Student Grievance Handling Policy and Procedure is designed to ensure that CANTERBURY TECHNICAL INSTITUTE PTY LTD responds effectively to individual cases of dissatisfaction.

Policy coverage

2. This Policy and Procedure will be made available to students (or persons seeking to enrol with CANTERBURY TECHNICAL INSTITUTE PTY LTD) regardless of the location of the campus at which the grievance has arisen, the mode in which they study or their place of residence. This policy is not applicable to international students.

In relation to non-academic matters, these procedures apply to students who are, or would be, entitled to VET FEE- HELP assistance as well as persons seeking to enrol with CANTERBURY TECHNICAL INSTITUTE PTY LTD in a VET unit of study that meets the course requirements who are, or would be, entitled to VET FEE-HELP assistance.

In relation to academic matters, these procedures apply to students who are, or would be, entitled to VET FEE-HELP assistance.



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Before an issue becomes a formal grievance

3. Students (or persons seeking to enrol with CANTERBURY TECHNICAL INSTITUTE PTY LTD) are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. There are support staffs available to assist students to resolve their issues at this level.

Procedure

Grievances of an academic nature include matters related to student progress, assessment, curriculum and awards in a VET course of study. Grievances of a non- academic nature cover all other matters including grievances in relation to personal information that CANTERBURY TECHNICAL INSTITUTE PTY LTD holds in relation to the student.

During all stages of this procedure CANTERBURY TECHNICAL INSTITUTE PTY LTD will take all steps to ensure that:

- the complainant and the respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to the grievance may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or the respondent;
- where the internal or external grievance handling or appeal process results in a decision that supports the complainant, CANTERBURY TECHNICAL INSTITUTE PTY LTD will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome.
- there is no cost to the complainant for utilising this grievance and appeals process.

Stage one – formal grievance

5.

Formal grievances must be submitted in writing using the Grievance and/or Appeal Application form contained in the Student Handbook and available on the CANTERBURY TECHNICAL INSTITUTE PTY LTD website (www.canterburyti.com.au) and sent to the Principal Administrator, Canterbury Technical Institute, Level 8, 333 Adelaide Street, Brisbane Qld 4000.

Receipt of the grievance will be acknowledged within five working days and the grievance handling process will commence within ten days of the receipt of the written grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The Principal Administrator, or their nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The Administrator, or their nominee, will then endeavour to resolve the grievance and provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.



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Stage two – internal appeal

6. If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the Chief Executive Officer (who is senior to the original decision maker). An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within ten working days.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the Chief Executive Officer, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

Stage three – external appeal

7. If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to CANTERBURY TECHNICAL INSTITUTE PTY LTD that they wish the matter be dealt with through an external dispute resolution process facilitated by the LEADR (Association of Dispute Resolvers).

CANTERBURY TECHNICAL INSTITUTE PTY LTD will then advise LEADR in writing of the request within five working days. LEADR will arrange for a Round Table Discussion (RTD) to be held between CANTERBURY TECHNICAL INSTITUTE PTY LTD and the complainant within ten working days of the written notification from CANTERBURY TECHNICAL INSTITUTE PTY LTD. LEADR do not charge a fee for this service

Contact Details for LEADR:

LEADR Head Office

Level 1, 13-15 Bridge Street Sydney NSW 2000
Phone: (+61 2) 9251 3366 Fax: (+61 2) 9251 3733
Freecall: 1800 651 650
Email: leadr@leadr.com.au
Website: www.leadr.com.au

If the matter remains unresolved after the RTD then LEADR will appoint an independent mediator within 14 working days of the RTD. LEADR plays no role in the actual mediation. It is then up to the mediator, the complainant and CANTERBURY TECHNICAL INSTITUTE PTY LTD to resolve the grievance. CANTERBURY TECHNICAL INSTITUTE PTY LTD will bear any costs associated with the mediation.

The complainant or the respondent may ask another person to accompany them to meetings with LEADR or the mediator.

The mediator will report to the Chief Executive Officer, or their nominee, the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the Chief Executive Officer, or their nominee, receives the report of the outcomes from the RTD or independent mediation, they will provide a written report to the complainant within ten working days on the recommended actions to resolve the grievance.

CANTERBURY TECHNICAL INSTITUTE PTY LTD agrees to be bound by the independent mediator's recommendations and the Chief Executive Officer, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report.

Further action

8. If a grievance still remains unresolved after the external appeal, the complainant may decide to refer the matter to the National Training Complaints Hotline on 13 38 73.



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The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Enrolment status

9. Where a student chooses to access this policy and procedure, CANTERBURY TECHNICAL INSTITUTE PTY LTD will maintain the student's enrolment while the grievance handling process is ongoing.

Record keeping & confidentiality

10. A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Chief Executive Officer. These records will be maintained at Level 8, 333 Adelaide Street Brisbane Qd 4000.

All records relating to grievances will be treated as confidential and will be covered by CANTERBURY TECHNICAL INSTITUTE PTY LTD's Privacy and Personal Information Policy.

Publication

11. This Policy and Procedure was agreed to and ratified by CANTERBURY TECHNICAL INSTITUTE PTY LTD's Board of Directors on 20 April 2013. This Policy and Procedure will be disseminated by publication in the Student Handbook and on CANTERBURY TECHNICAL INSTITUTE PTY LTD's website on www.cti.qld.edu.au.

For the purposes of communicating to and training staff, this Policy and Procedure will form part of the staff induction process.