

Complaint & Appeals Handling Policy and Procedures

Policy

Canterbury Technical Institute (CTI) endeavours to maintain a harmonious working environment which is free from intimidation and harassment, and which affords equality of opportunity. CTI and its staff members will act on any complaint that can be substantiated.

It is the policy of the Institute to act upon the subject of any complaint found to be substantiated immediately.

Principles

CTI will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers.
- CTI will maintain the student's enrolment during the complaint process.
- The complainant is provided with information about the complaint's procedure.
- All complaints are dealt a professional, fair and transparent manner.
- The complaint process is commenced within 10 working days from the date of complaint.
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will always maintain absolute confidentiality.
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that in some instances this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents, or anyone else involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response including a statement of the outcome and reasons for the outcome within 20 business days.
- Complainants reserve the right to lodge a complaint with external agencies at any point during the complaint resolution process.

The complaints may be about academic or non-academic matters including, but not limited to:

- Application procedures
- Marketing information
- Training delivery or content
- Trainers, Assessors, or other staff
- Assessment methods or assessment content
- Student progress
- Issuing of Awards

- A third-party delivering services on CTI's behalf
- A student or group of students of CTI
- Discrimination
- Harassment, bullying or victimisation
- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours
- Fees or other financial matters
- Fines and payments

Procedures of general complaint, dispute, appeals & resolution

CTI will respond to any complaint or appeal the student makes regarding his or her dealings with CTI, the CTI's education agents or any related party that CTI has an arrangement with to deliver the overseas student's course or related services.

(Students appealing academic results or matters – please see “**Academic Appeal Policy**”).

1. The student must notify the CTI in writing by letter, email or in person (a student may complete a Student's Complaints and Appeals Form) detailing the nature and details of the complaint or appeal
2. Written complaint / appeal / dispute are to be lodged with the with Principal Executive Officer (PEO) OR the Student Services and Academic Manager. Students are encouraged to lodge their initial complaint / appeal / dispute with the student services manager. A written record of the complaint / appeal / dispute will be kept on file.
3. A student will have the opportunity to formally present their case at no cost.
4. Each complainant or appellant has the opportunity to present his/her case to the PEO.
5. Students and / or CTI may be accompanied and assisted by a support person at all relevant meetings.
6. CTI's Principal Executive Officer (PEO) OR the Student Services and Academic Manager can respond to a complaint / appeal / dispute. A student must lodge their complaint & / or appeal & / or dispute with only one member of the above staff at CTI. If the complaint or appeal needs to be escalated, the staff member must follow the complaint & appeal policy.
7. CTI will investigate and respond to all complaint or appeals or dispute lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint / appeal / dispute and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.
8. Once the Principal Executive Officer (PEO) OR the Student Services and Academic Manager has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file. A copy will also be retained in the internal 'Complaints and Appeals Register' stored in our Quality Management System
9. If the process results in a decision that supports the student, CTI will implement the decision and any corrective and preventative action required and advise the student of the outcome.
10. CTI will finalise all grievances and complaints within 20 business days.
11. CTI will keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.
12. However, should a detailed investigation be required, the process may take more than 20 days. The complainant or appellant will be notified of the expected duration of the investigation process, should the process take 21-60 days.

13. If more than 20 days are required, CTI will advise the complainant/appellant in writing the reasons for why more than 60 days are required. CTI will regularly update the complainant or appellant on the progress of the matter.
14. If the Complainant or appellant is not satisfied with the outcome of their complaint or appeal, CTI will refer the complainant to the Resolution Academy (at a shared cost with CTI) or the Overseas Student Ombudsman (no cost), the student can choose. This is the commencement of the external appeals process.
15. CTI will maintain the student's enrolment throughout the internal appeals process, and the student must maintain their course progression.

External Appeals Processes

Overseas Students: If the Student wishes to lodge an external appeal or complain about the decision, they can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

They can complain to the Overseas Students Ombudsman if they believe the provider has not followed their policy or treated them fairly.

The Ombudsman can consider complaints about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the provider
- incorrect advice is given by an education agent.

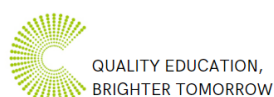
The Overseas Students Ombudsman can also investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. Students can also complain if a provider has failed to take action or is taking too long to take some action, like not providing course results in the normal timeframe, or not providing services included in the student's written agreement with the provider.

If Students have a complaint about the quality of training and assessment being delivered by CTI, they may be eligible to submit a complaint to ASQA.

<http://www.asqa.gov.au/complaints/complaints.html>

They can also contact the local state & territory consumer protection agency (sometimes called 'consumer affairs' or 'fair trading'), which can provide information about their rights and options. CTI will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence for continuous improvement purposes. Written records of all complaints and appeals and their outcomes will be maintained in the relevant person's file.

ACADEMIC APPEALS



Brisbane

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Email: info@cti.qld.edu.au

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CRICOS Provider Code: 02938M, RTO Code: 31645

If a student at Canterbury Technical Institute is not happy with his/ her results, the student may appeal against their result via a written letter, or email clearly stating the grounds of appeal to the Principal Executive Officer or Student Services & Academic Manager. This should be submitted after completion of the subject and within fourteen days of commencement of the new study period.

- If the student is dissatisfied with the outcome of the assessment marking process, he/she has a right to appeal the assessment results
- The notice of appeal should be in writing addressed to the Principal Executive Officer or Student Services & Academic Manager and submitted within seven days of notification of the assessment results
- If the appeal is not lodged in the specified time, the result will stand as marked
- In emergency circumstances, such as in cases of serious illness or injury, the student must forward a medical certificate in support of a deferred appeal. The notice of appeal must be made within three working days of the concluding date shown on the medical certificate
- The decision of Principal Executive Officer or Student Services & Academic Manager will be discussed with the CEO and will be final.

Procedures of academic issues & complaints

Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach the Student Responsibilities and Obligations listed in this document or impair the reasonable freedom of other persons to pursue their studies and participate in the activities of the institute.

Examples of behavioural misconduct include but are not limited to:

- failure to comply with any student rule of the institute
- breaches of any institute policy including, but not limited to harassment (including sexual harassment), intellectual property, occupational health and safety, and use of computing and electronic resources
- stealing, destroying, impairing the accessibility of, or defacing any part of the institute library collection
- refusing or failing to identify oneself truthfully
- failure to comply with any lawful order that was given by an employee of the institute in order to ensure the safety of any person and the orderly conduct of learning programs and other activities of the institute
- any act or failure to act that endangers the safety or health of any other person
- actions that impair any persons' participation in a legitimate institute activity or, by act or omission disrupts the peace or good order of the institute
- conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within the institute
- acting in a way that causes students or staff or other persons within the institute to fear for their personal safety
- assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well being
- stealing, destroying or deliberately damaging institute equipment or premises
- making a false representation or declaration regarding a matter affecting your student status
- being under the influence of prohibited drugs and/or substances including alcohol while on institute premises or while participating in an institute related activity

- unauthorised possession of a weapon on institute premises or while participating in an institute related activity.

How to lodge a misconduct complaint

- An Institute employee or student may report an alleged occurrence of misconduct by forwarding a signed, written account of the incident(s) to the Principal Executive Officer (PEO) or Student Services & Academic Manager (SSM).
- The PEO/ SSM can provide you with advice on options for the resolution of a particular complaint and can provide assistance with a written statement, if required.

Consequences of Misconduct

Note: Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

A member of the teaching staff, a librarian in charge of the library, or a senior administration officer may, in respect to any misconduct by a student committed in a class, laboratory, library, facility or premises under their management or control:

- immediately suspend the student from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours as may be determined

If a suspension action is taken that officer shall:

- advise the designated officer immediately
- provide a written statement, which details the circumstances of the suspension.

Following receipt of advice of an act of misconduct, the designated staff must advise the student in writing of the alleged incident of misconduct. The student has five working days to make oral or written representations regarding the alleged incident of misconduct.

After this period, the designated staff may:

- modify or dismiss the charge
- reprimand and warn the student against repetition of the breach of discipline
- suspend the student from attending classes for a period not exceeding 14 days which shall include any period of suspension imposed under point (i)(a) of this section
- suspend the student from using all facilities and/or services, including library borrowing and computer access rights
- recommend to the Principal Executive Officer that further action be taken, or
- any combination of the above.

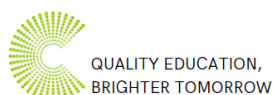
The designated institute officer must provide the student with a written statement detailing the decision within five working days of the decision being made.

Following receipt of advice from the designated institute officer, the Principal Executive Officer may review the circumstances and may:

- determine further appropriate action
- suspend or exclude the student from the institute for a specified period of time or
- expel the student.

The student must be informed of their right to appeal the decision.

Misconduct Appeals



Brisbane

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CRICOS Provider Code: 02938M, RTO Code: 31645

If you have been found guilty of misconduct you can appeal the decision or the decision process in writing to the Principal Executive Officer or Student Services & Academic Manager. The Director will refer your appeal to the Misconduct Review Panel.

- A date for the Review Panel meeting will be set as quickly as possible and you will be notified of the time, date and venue in writing.
- If required, the institute will provide an interpreter, or you can bring a support person to assist you during the meeting.
- Misconduct Review Panel members include
 - the Institute Director or delegated officer,
 - an institute staff member from an unrelated teaching area of the institute and
 - a member of the management team or delegated officer from your area of study that was not involved in the matter being reviewed.
- You have the right to be accompanied by a representative and you may call witnesses, or you can provide a written submission instead of attending the meeting. You can ask CTI staff to support you through this process.
- If you do not attend the meeting or provide a written submission, the panel may assess the matter and where necessary impose a penalty as if you had participated.
- The panel will advise you in writing of the decision within two working days of the date of the decision.
- The decision of the Misconduct Review Panel shall be final.

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