

COMPLAINTS AND APPEALS PROCEDURES

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.

A complaint or appeal may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to refunds or financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment

Procedures of general complaint, dispute, appeals & resolution

A complaint, dispute or appeal can be about a situation, a process, a person or people, a facility or a service provided by CTI. **A complaint / appeal / dispute is not about an academic result.**

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

1. A complaint / appeal / dispute can be lodged in writing by letter, email or in person. A student can lodge their complaint / appeal 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.
2. If the student chooses to access CTI's complaints and appeal process, their enrolment will be maintained while the process is ongoing.
3. A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.
4. 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.
5. 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.
6. CTI treats all complaints and /or appeals and/or disputes in confidence and will seek the permission of the student before discussing the complaint and /or appeal and/or dispute with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
7. If the process results in a decision that supports the student, CTI will immediately implement the decision or preventive action required and advises the student of the outcome.

8. Any student who feels that his/her case has not been adequately heard, may appeal in writing to CTI. If still not satisfied with the appeal outcome they may contact an independent mediator such as:

LEADR

Level 1, 13-15 Bridge Street Sydney NSW 2000

+61 2 9251 3366

Freecall: 1800 651 650

infoaus@leadriama.org

9. Following the independent mediator out come if the student remains unhappy with the findings they may contact other independent mediation/arbitration services such as the examples listed below:

Overseas Students Ombudsman

GPO Box 442 Canberra ACT 2601

www.oso.gov.au or phone 1300 362 072

The Overseas Students Ombudsman is free and independent.

Dispute Resolution Branch Department of Justice and Attorney-General

Level 1 Brisbane Magistrates Court, 363 George Street, Brisbane, QLD 4000

GPO Box 149 Brisbane Qld 4001

Phone: (07) 3239 6269 Fax: (07) 3239 6284

Email: trainingdrb@justice.qld.gov.au

Queensland Department of Fair Trading

Level 21, State Law Building, 50 Ann Street, Brisbane, QLD 4001

GPO Box 3111, Brisbane, QLD, 4001

Facsimile: (07) 3246 1589

BrisbaneOFT@dtftwid.qld.gov.au

If a student is concerned about the actions of the provider they may approach the State Registration Authority for CRICOS. ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to ASQA GPO Box 9928, Melbourne, VIC, 3001.

National Training Complaints Hotline

If you have a training problem or concern and are not satisfied with the outcome of CTI's internal Complaints & Appeals procedures, students can call Department of Education Employment & Workplace Relation's (DOE) toll-free complaints hotline on 1800 000 674 or www.directory.gov.au