COMPLAINTS
POLICY

(Domestic and International Students)
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DOCUMENT REVISION

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<tr>
<th>Version</th>
<th>Release Date</th>
<th>Change</th>
<th>Approved</th>
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<tr>
<td>3.0</td>
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<td>Procedure Reviewed in accordance with Review schedule. Inclusion of independent 3rd party review options</td>
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Purpose
Captain Cook College has implemented this policy to provide information and processes in regard to making a complaint. This policy provides guidance in obtaining timely resolutions to complaints / issues and to monitor for Continuous Improvement opportunities.

Scope
This policy directs the process for the management of complaints made to the College and applies to all Domestic and International students, staff, third party partners and the general public wishing to make a complaint against the College. The CEO is responsible for the implementation of this policy and procedure. It is within this role to ensure that all staff are fully trained in its operation and is made accessible to all.

Compliance Reference
- Standards for Registered Training Organisations 2015 (Standard 6 Fair Complaints Handling)
- Higher Education Support Act Section 2003 (HESA) – schedule 1A
- VET Guidelines 2015
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – Standard 8 Complaints and Appeals
- Migration Act 1958
- Competition and Consumer Act 2010
- Privacy Act 1998 and the Australian Privacy Principles The College Student Handbook

Commitment
Captain Cook College recognises the rights of anyone to make a complaint in regard to the services provided by the College and is committed to ensuring a fair, transparent, independent and timely complaints management process.

Definitions

<table>
<thead>
<tr>
<th>Appeal</th>
<th>Request for a review of decisions, including assessment decisions, made by the College or a third party providing services on the College’s behalf.</th>
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<tbody>
<tr>
<td>Complaint</td>
<td>An allegation involving the conduct or processes of:</td>
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<td></td>
<td>• the College, its trainers, assessors or other staff</td>
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<td></td>
<td>• a third party providing services on the RTO’s behalf, its trainers, assessors or other staff,</td>
</tr>
<tr>
<td></td>
<td>• learners of the RTO</td>
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<tr>
<td>Issue /Concern</td>
<td>Where a person/s wishes to inform the College in regard to an issue of concern to them but do not want to make a formal complaint.</td>
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### Feedback

<table>
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<tr>
<th>College instigated:</th>
<th>Formal surveys sent to learners and where applicable employers</th>
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<tbody>
<tr>
<td>Client instigated:</td>
<td>Information provided to the College on how well the College is meeting the needs of clients including the College trainer assessors, administration and other staff, facilities, learning and assessment resources and support services.</td>
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### Procedural Fairness & Natural Justice

The College applies the principles of procedural fairness and natural justice throughout the handling process:

- Any person subject to a decision by the College, or anyone who has allegations made against them, has the opportunity to tell their side of the story before a decision is made.
- Complainants, or anyone who has allegations made against them, will be provided with an opportunity to formally present their case.
- The decision maker will be independent of the complaint/decision being reviewed.
- Decisions made by the College will be done so in an unbiased and fair manner based on facts provided or determined through investigation of a compliant.
- The College will address each complaint in a confidential, effective and timely manner.

### Guidelines

#### Feedback

Captain Cook College accepts feedback from students, staff, partner organisations and the general public. Feedback may be provided using:

- the ‘Ask us a question’ form on the College website Contact Us page,
- via email to headoffice@pp.edu.au,
- by phone on 1300 808 681 or
- in person to campus or head office administration.

For students, three (3) feedback surveys are also conducted over the course of their enrolment.

#### Difference between Concerns and Complaints

The use of the above modes of communication, to state concerns or issues, will often result in a resolution quickly and informally. If the concern remains unresolved, the option of lodging a formal complaint for investigation is available.
Repeated Concerns

Should a staff member become aware that similar concerns are being raised by different parties, the staff member will email headoffice@pp.edu.au outlining the issue and number of occasions the issue has been raised. The issue will be treated as feedback and an investigation will be undertaken by a head office team member.

Making A Complaint

On occasion, an individual or group may feel the need to make a formal complaint. Complaints should be submitted using the College Complaints Form, which can be found in the Policies and Procedures section of the college website or from campus administration or head Office. The College also accepts complaints made via other means such in person, or by emailing complaints@pp.edu.au.

All complaints will be treated confidentially and administered in accordance with the relevant legislative guidelines and College policies and procedures.

Complaints may be in relation, but not limited to:

- enrolment process
- administrative errors
- access and equity
- assessment process quality and outcomes
- student academic progress and academic achievement in a course of study
- course content quality, accessibility and usability
- the quality of course delivery
- teaching facilities and learning resources,
- graduation attendance and management,
- Academic and behavioural misconduct
- Privacy
- Workplace Health & Safety including safety, bullying, discrimination; harassment.

All matters should initially be discussed with the person or College staff member concerned as a satisfactory outcome might be achieved through discussion.

When a resolution cannot be reached between the parties, a complaint may be made. The complainant will receive acknowledgement of the complaint within 5 days of lodgement.

Note: Complainants must provide their name and contact details when submitting a complaint if they are seeking a response. The College cannot respond to a complaint without sufficient contact details provided by the complainant. Anonymous complaints will be investigated and treated as feedback.

All complaints are registered and monitored in the College’s Complaint Register until conclusion.

Throughout the complaint process, a full, written explanation for decisions and actions taken in regard to the complaint will be provided to the complainant.
Each party to a complaint may be accompanied and assisted by a support person at any relevant meetings.

The College’s complaint policy and procedure does not circumscribe the right of a complainant to pursue Australia’s consumer protection laws or other legal remedies.

Following the completion of the Complaints process, the Complainant will be advised of the final outcome within 5 days.

Should a complaint investigation take more than 60 calendar days to process and finalise the College will:

   a) inform the complainant in writing, including reasons why more than 60 calendar days are required, and
   b) regularly update the complainant on the progress of the matter.

**Student Complaints**

Students accessing the College Complaints Policy are assured that their enrolment will be maintained while the process is ongoing, and that the College will not victimise or discriminate against any complainant or respondent.

Students must also continue to attend/participate in the learning and assessment activities while the Complaint process is being followed.

**External Review and Appeals**

Where a Complainant is not satisfied with the final decision of the College in regards to a complaint, they may ask for a review by an independent third party or may appeal the decision by following the College Appeals Policy and Procedure.

The Independent Review is not a requirement of the College Complaints process and is an optional arrangement that a complainant may take. Fees may apply to Independent Reviews and complainants may request fee information from Head Office – headoffice@pp.edu.au

Complaints may be made to the National Training Complaints Hotline:

   Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
   Email: skilling@education.gov.au

**Continuous Improvement**

If, when:

- undertaking the complaints process, or
- reviewing decisions made by the College, or
- directed to under an external appeals process,
the College identifies areas for improvement, the College will add the suggested improvement to the Continuous Improvement Register for review, approval and action. (see Continuous Improvement policy and procedure for further details)

**Publication Plan**

<table>
<thead>
<tr>
<th>External</th>
<th>Location</th>
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<td>Captain Cook College Website</td>
<td><a href="http://www.captaincookcollege.edu.au/about/a-z-policies/">http://www.captaincookcollege.edu.au/about/a-z-policies/</a></td>
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<td>Domestic Student Handbook</td>
<td><a href="http://www.captaincookcollege.edu.au/about/a-z-policies/">http://www.captaincookcollege.edu.au/about/a-z-policies/</a></td>
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