COMPLAINTS
PROCEDURE

(Domestic and International Students)
CONTENTS

PURPOSE .................................................................................................................................................3

PROCEDURAL FAIRNESS & NATURAL JUSTICE......................................................................................3

GENERAL INFORMATION........................................................................................................................3

ADMINISTRATIVE DECISIONS, SERVICES & FACILITIES....................................................................3

ACADEMIC DECISIONS..............................................................................................................................3

UNFAIR TREATMENT ..................................................................................................................................4

INTERNATIONAL STUDENTS ....................................................................................................................4

INFORMATION FOR ALL STUDENTS ........................................................................................................4

ACADEMIC DECISIONS (ENROLLED STUDENTS).......................................................................................4

STAGE 1 INFORMAL DISCUSSION ..............................................................................................................4
STAGE 2 FORMAL REVIEW ...........................................................................................................................5
STAGE 3 INDEPENDENT REVIEW ...............................................................................................................6
    Independent Review Decisions .................................................................................................................6
STAGE 4 APPEAL ............................................................................................................................................7

ADMINISTRATIVE DECISIONS, SERVICES & FACILITIES....................................................................7

STAGE 1 INFORMAL DISCUSSION ..............................................................................................................7
STAGE 2 FORMAL REVIEW ...........................................................................................................................7
    Accountabilities .........................................................................................................................................7
    Workplace Health and Safety ....................................................................................................................7
    Enrolment Process, Access and Equity, Administrative, Privacy and Graduation Matters .....................7
    Third Parties Partners ..............................................................................................................................8
    Course Content, Quality of Teaching or Learning Resources ..................................................................8
    Course Content Accessibility (IT systems) or Campus Facilities .............................................................8
STAGE 3 INDEPENDENT REVIEW ...............................................................................................................8
STAGE 4 APPEAL ............................................................................................................................................8

UNFAIR TREATMENT ..................................................................................................................................8

BULLYING & HARASSMENT .......................................................................................................................8

STAGE 1 INFORMAL DISCUSSION ..............................................................................................................8
STAGE 2 FORMAL REVIEW ...........................................................................................................................9
STAGE 3 INDEPENDENT REVIEW ...............................................................................................................9
STAGE 4 APPEAL ............................................................................................................................................9

DOCUMENTATION: .................................................................................................................................10

DOCUMENT REVISION

<table>
<thead>
<tr>
<th>Version</th>
<th>Release</th>
<th>Change</th>
<th>Approved</th>
<th>Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>April 2015</td>
<td>Separation of Complaints and Appeals process for clarity</td>
<td>N Coward</td>
<td>07/2015</td>
</tr>
<tr>
<td>2.0</td>
<td>July 2014</td>
<td>Revision of process for Grievance and Appeals</td>
<td>N Coward</td>
<td>07/2015</td>
</tr>
<tr>
<td>1.0</td>
<td>Aug 2013</td>
<td>Revision of policy and procedure regarding mandatory reporting for RTO’s on all VET activity commencing 1 January 2013</td>
<td>N Coward</td>
<td>08/2014</td>
</tr>
</tbody>
</table>
**Purpose**

To ensure that complaints made to Captain Cook College are managed effectively in a culturally considerate and timely manner and in accordance with the Complaints Policy, the principles of natural justice and fair treatment and any legislative and regulatory requirements.

**Procedural Fairness & Natural Justice**

The College and College staff will apply the principles of procedural fairness and natural justice throughout all complaint handling processes:

- 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.

**General Information**

Complaints may be raised by prospective or enrolled domestic and international students, staff, third party partners and the general public. Complaints may be in relation, but not limited to:

**Administrative Decisions, Services & Facilities**

Relevant to prospective or enrolled domestic & international Students, the general public, staff, Third Parties or other stakeholders)

- enrolment process
- administrative errors
- access and equity
- privacy of personal records and information
- Third Party Partners (Co-Providers or Sales Agents)
- course content quality, accessibility and usability
- the quality of course delivery
- teaching facilities and learning resources
- graduation attendance and management
- health and safety

**Academic Decisions**

Relevant to enrolled Students

- assessment instructions and process
- student academic progress and academic achievement in a course of study
Unfair Treatment

Relevant to prospective or enrolled domestic & international Students, the general public, staff, Third Parties or other stakeholders)

- bullying, discrimination; physical, verbal or sexual harassment by any means and medium including social media.
- reasonable adjustment of training and assessment activity

All complainants should undertake to complete the Captain Cook College Complaints process in full prior to raising a complaint externally. External bodies may require that the organisations processes be exhausted prior to hearing a complaint. Captain Cook College Complaints process does not restrict the right of a complainant to pursue Australia's consumer protection laws or other legal remedies.

All complaints will be registered and monitored via the Captain Cook College Complaints Register.

The Complaints process is implemented at no cost to the complainant except where a complainant requests the services of an independent reviewer.

Where a complainant remains unsatisfied with a decision, or decisions, made by the College, the complainant may determine to make a complaint to the National Training Complaints Hotline on 13 38 73 or emailing skilling@education.gov.au.

International Students

Prospective or enrolled International students (Vocational Education and Training Sector visa), must follow the Captain Cook College Complaints Procedure.

Overseas students who wish to lodge an external appeal or complaint against the outcome of the College’s Internal process can contact the Overseas Students Ombudsman.

For contact details and information please see www.oso.gov.au/making-a-complaint/

International students have twenty (20) working days from the date of initial result to seek an appeal. An international student will not be reported to the Department of Immigration and Border Protection (DIBP) whilst an appeal is in review.

Information For All Students

Students, including International students, undertaking the complaints process must maintain their enrolment and continue to attend classes and participate or, for online / Distance students, continue to participate, in the learning and assessment activities in accordance with their enrolment and Training Plan.

Academic Decisions (Enrolled Students)

Stage 1 Informal Discussion

Students

Students who are not satisfied with an academic assessment must first request a re-evaluation of the assessment:
• Raise your concern with the Trainer Assessor who has made the decision and ask for a re-evaluation of the decision.

• If you feel you are not able to discuss the matter with your Trainer Assessor ask the Campus Manager for your assessment to be moderated. Students studying online may make a request via the their Student Support Officer.

• If you are not satisfied with the outcome of the informal discussion you may wish to raise a formal complaint to request a review of the decision.

**Trainer Assessors**
Students must be provided the right to request a review of the assessment decision / outcome or final outcome decision for each unit of competency.

Trainer Assessors must undertake the following:

• provide the student with a timeline for the review and response to occur (no longer than 14 days)

• provide the student with a written response in regard to the review outcome stating the reasons for retaining the original academic outcome or for changing the academic decision

• record the review process and outcome into the student diary and upload the written response provided to the student into RTO Manager

**Stage 2 Formal Review**

**Students**
Students who are not satisfied with a decision following the informal review / moderation process may lodge a complaint requesting a formal review / moderation of an individual assessment or the final outcome applied for a unit of competency:

• lodge a formal complaint using the college Complaint Form to complaints@pp.edu.au, with ‘Academic Complaint – Request for Review’ in the subject line

• if you feel you are unable to lodge the complaint to the Campus Manager please address your complaint to the Attention of the Training and Quality Co-ordinator

• The complaint will be logged on the complaints register and monitored for timeliness and continuous improvement opportunities until closed

The most effective way to lodge a complaint is by filling out the Complaints form. Complaints will be accepted in other forms however the process may be delayed if sufficient information is not provided.

**Campus Manager or Training and Quality Co-ordinator**
Students have the right to request a formal review / moderation of decisions made by Trainer Assessors in regard to completed assessments or unit of competency outcomes.

Students may also lodge a complaint in regard to the assessment instructions provided or an assessment process or decisions related to academic or behavioural misconduct in regard to assessment activities (e.g. plagiarism or cheating).

The relevant reviewer must:

• provide opportunity for the student to personally present their compliant in person. Via phone or through other means

• hear the students compliant in an fair and unbiased manner

• allow the student to have a support person present throughout the process
• offer the student the services of a Student Support person
• Advise the student of the timeline for the review / moderation process and formal response (not longer than 14 days)
• provide for independent review / moderation of the student’s assessment evidence related to the complaint. This can be undertaken by one of more other qualified Trainer Assessor/s at the same campus or from another campus
• where applicable, provide for an independent review of all assessment evidence submitted by a student for a complete unit of competence. This can be undertaken by one of more other qualified Trainer Assessor/s at the same campus or from another campus
• provide the student with a written response clearly detailing the specific decision/s made and the reason for each decision
• advise the student of their option, if not satisfied with the decision, to raise an Appeal.
• record all details of the review process and upload all relevant documentation to RTO Manager and the student file.

**Stage 3  Independent Review**

A student may request an external Independent Review. Costs associated with an external Independent Review will be borne by the complainant.

An independent review is optional for a complainant and is not a requirement of the College complaints process.

The independent reviewer will:

• provide the student with a timeline for the review process and formal response in writing to the student (no longer than 14 days)
• hear the students compliant in an fair and unbiased manner
• allow the student to have a support person present throughout the process
• offer the student the services of a Student Support person
• review relevant evidence available from the student, Trainer Assessor and the Campus Manager where applicable.
• Make a decision and inform the student in writing

**Independent Review Decisions**

A decision reached by the Independent Review will either support the outcome reached by the College, may lead to a change to that decision or may result in no action being taken. The College will carefully consider the outcome from an Independent Review however is under no obligation to accept the decision of the Independent Reviewer.

A student may accept or reject a decision made through the Independent Complaints Review, in which case, the student will receive a written confirmation of the outcome. No further action will be taken. If a student is not satisfied with the decision made by the Independent Complaints Review the student may raise an Appeal following the College’s Appeals Policy and Procedure details of which are located on the Captain Cook College website.
Stage 4  Appeal

Students
The decision reached by the reviewer will either support the original decision made by the Trainer Assessor or lead to a change to the original decision.

A student may accept the decision made from the formal review process in which case the student will receive a written confirmation of the outcome. No further action will be taken.

A student may choose to raise an Appeal before or after an independent review.

Please refer to the Appeals Policy and Procedure available on the Captain Cook College website.

Administrative Decisions, Services & Facilities

An issue or concern is best raised to the Captain Cook College Head Office via email at headoffice@pp.edu.au, by calling 1300 808 681 or in person at the Head Office located at Level 1, 90 Kittyhawk Drive, Chermside QLD 4032 or one of our campuses.

Prospective Students

Prospective students are those that have had initial contact/s with the college or a Third Party partner of Captain Cook College and have not progressed to enrolment. A person may wish to raise a complaint in regard to the initial engagement/s with the College or its Third Party partners working on behalf of the College in regard to, for example, the treatment they have received, the information provided, perceived false and misleading information or lack or the conduct of staff of Third Party representatives.

Where a person wishes to raise an issue or complaint the person may use the above contact information to advise or submit a complaint.

Stage 1  Informal Discussion

Where an issue, concern or complaint has been raised, the person/complainant will be invited to provide details either face to face, email or by phone or other agreed method. The College will review the information provided and seek to address the issue and seek an informal resolution.

Stage 2  Formal Review

Where a person, whether and enrolled student or otherwise, having raised an issue, is not satisfied with a decision, outcome or action taken in the informal discussion the person may raise a formal Complaint using the above contact details.

Accountabilities

Workplace Health and Safety

Where a complaint relates to issues that may impact negatively on the health and safety of students, staff or the public the relevant staff member receiving the complaint must act immediately to inform the relevant area (e.g. Campus Manager) and the Operations Manager and/or CEO.

Enrolment Process, Access and Equity, Administrative, Privacy and Graduation Matters

Where a prospective or enrolled student raises and issue in regard to access and equity, or any other part of the enrolment process, the matter should be referred to the Corporate Services Manager for review, action and response to the complainant.
Third Parties Partners
Where a complaint is made in regard to Third Parties (Co-Providers delivering and assessing on behalf of Captain Cook College or Sales Agents sourcing and recruiting potential students for the College) the matter should be referred to the Third Party Contracts Officer for review, action and response to the complainant.

Course Content, Quality of Teaching or Learning Resources
Where a complaint is made in regard to Trainer Assessors, training course content including issues related to the quality of learning and assessment resources or the learning and assessment processes the matter should be referred to the Training and Quality Officer for review, action and response to the complainant.

Course Content Accessibility (IT systems) or Campus Facilities
Where a issues are raised or a complaint is made in regard to systems accessibility including online course content, on campus internet access, email communications or campus based facilities the matter should be referred to the IT/Finance Manager for review, action and response to the complainant.

Stage 3 Independent Review
If not satisfied with the action taken or decision made by the College, a complainant may request and external independent review of the decision or response. The cost of an independent review will be met by the complainant.

See page 6 for full information

Stage 4 Appeal
A complainant may choose to raise an Appeal before or after an independent review. Please refer to the Appeals Policy and Procedure available on the Captain Cook College website.

Unfair Treatment

Bullying & Harassment
A person may feel that they are being treated unfairly by their College management or staff member, the management and/or staff of a Third Parties acting on behalf of Captain Cook College or students.

The College promotes a positive environment of acceptance and inclusion and will not tolerate behaviours that discriminate, bully, harass (physical, verbal or sexual harassment) by any means or medium including social media.

Any person may make a complaint where they believe that they are or have been bullied or harassed in any way in relation to their involvement with Captain Cook College.

We encourage early action and reporting to ensure that a situation does not escalate to a level that may put the health and safety of students, staff or general public.

Disciplinary action will be taken where a person or person’s behaviour does not change in accordance with the requirements of the College. This may result in written warnings being issues or immediate suspension or exclusion.

If any person feels physically threatened at any time they should immediately seek assistance from any staff member. Staff may be required to call the police or 000 for emergency situations.
Stage 1  Informal Discussion

Prospective, current or past Students, Third Parties, general public and other stakeholders

In many cases involving bullying or harassment, individuals are not comfortable addressing the issue with the alleged instigator. We encourage individuals, where they feel safe to do so, to address the person or persons informing them that their comments or behaviours are offensive.

Where an individual does not feel safe of comfortable addressing the instigator/s they should report the issue to a Captain Cook College staff member including:

- Trainer Assessor
- Campus Administration
- Student Support Officer
- Campus Manager
- Head Office Administration
- Operations Manager

Stage 2  Formal Review

A report or complaint may be made by emailing complaints@pp.edu.au, by phoning the College on 1300 808 681 or, if immediate assistance is required, any College staff member.

Captain Cook College Staff

College staff may also be subject to bullying and/or harassment. College staff are encouraged to act and report at the first signs of unacceptable behaviour of students, other staff members, Third Parties, general public or other stakeholders. Early intervention will provide the best opportunity for monitoring or changing behaviours and ensure that the alleged instigator/s are informed of unacceptable behaviour or, in more serious cases, disciplinary action may be commenced.

Staff should report issues to their direct manager, the Operations Manager or the CEO.

Stage 3  Independent Review

If not satisfied with the action taken or decision made by the College, a complainant may request and external independent review of the decision or response. The cost of an independent review will be met by the complainant.

See page 6 for full information

Stage 4  Appeal

A complainant may choose to raise an Appeal before or after an independent review.

Please refer to the Appeals Policy and Procedure available on the Captain Cook College website.
**Documentation:**

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Form Number / Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints Policy</td>
<td>POL015</td>
</tr>
<tr>
<td>Complaint Form</td>
<td>F015.01</td>
</tr>
<tr>
<td>Appeals Policy</td>
<td></td>
</tr>
<tr>
<td>Appeals Procedure</td>
<td></td>
</tr>
<tr>
<td>Appeals Form</td>
<td></td>
</tr>
<tr>
<td>Student Evaluation : Orientation form</td>
<td>F009.02</td>
</tr>
<tr>
<td>Student Evaluation : Midway</td>
<td>F009.03</td>
</tr>
<tr>
<td>Learner Questionnaire Course Completion</td>
<td>External</td>
</tr>
</tbody>
</table>