Complaints Procedure

DOCUMENT REVISION

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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 its 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 students, staff, third party partners and the general public. 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.

Complaints may be in relation, but not limited to:

Academic Decisions

Relevant to enrolled students only:

- assessment instructions and process;
- student academic progress and academic achievement in a course of study;
- academic and behavioural misconduct.

Administrative Decisions, Services & Facilities

Relevant to prospective or enrolled 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;
Unfair Treatment

Relevant to prospective or enrolled 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 organisation’s processes be exhausted prior to hearing a complaint. The 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.

Information for all Students

Students undertaking the complaints process should, where possible, maintain their enrolment and continue to attend classes and participate or, for Distance students, continue to participate, in the learning and assessment activities in accordance with their enrolment and Training Plan.

Academic Decisions (enrolled students only)

Stage 1 Informal Discussion and Resolution

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 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’s diary notes and upload the written response provided to the student into the student management system.

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.

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).

A formal complaint is best lodged with the Campus Manager using the College Complaint Form. Alternatively, it can be raised to Captain Cook College’s Head Office via an email to complaints@ccc.edu.au, by calling 1300 808 681 or in person at Head Office located at Level 4, 488 Queen Street, Brisbane City QLD 4000.

Please note: 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.

Head Office

Head Office will send a complaint acknowledgement letter to the Complainant within 5 days of lodgement of the formal complaint. This letter advises the complainant the matter will be investigated and an Outcome Letter issued within 20 business days.

Campus Manager or Training Quality Team

The relevant reviewer must:

• provide opportunity for the student to personally present their complaint in person, via phone or through other means;
• hear the student’s complaint in a fair and unbiased manner;
• allow the student to have a support person present throughout the process;
• Advise the student of the timeline for the review/moderation process and formal response (within 20 business 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 Competency. This can be undertaken by one or more Trainer Assessor/s at the same campus or from another campus;
• provide the student with an Outcome Letter 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 (refer Appeal Policy and Procedure);
• record all details of the review process and upload all relevant documentation to the student management system and the student’s file.

**Administrative Decisions, Services & Facilities**

A person may wish to raise a complaint in regard to their 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 or lack of information or the conduct of Third Party representatives. They may also which to raise a complaint in regards to workplace health and safety, graduation matters, course content, quality of teaching, learning resources, course content accessibility or campus facilities.

**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, via email or phone with a College staff member including:

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

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 an 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.

A formal complaint is best lodged with the relevant Campus Manager using the College Complaints Form. Alternatively, it can be raised to Captain Cook College’s Head Office via an email to complaints@ccc.edu.au, by calling 1300 808 681 or in person at Head Office located at Level 4, 488 Queen Street, Brisbane City QLD 4000.

Head Office will send a complaint acknowledgement letter to the Complainant within 5 days of lodgement of the formal complaint. This letter advises the complainant the matter will be investigated and an Outcome Letter issued within 20 business days.

**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 Campus Manager and the Operations Manager for review, action and response to the complainant.

**Enrolment Process, Access and Equity, Administrative, Privacy and Graduation Matters**
Where a prospective or enrolled student raises an issue in regards 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 Campus Manager 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 Quality Team for review, action and response to the complainant.

**Course Content Accessibility (IT systems) or Campus Facilities**

Where 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 Campus Manager for review, action and response to the complainant.

**External Departmental Complaints**

Where issues are raised through the Department of Education or other external Governing bodies regarding to any area of the College the matter should be referred to the Chief Executive Officer (CEO) for review, action and response to the complainant. These investigations will be logged on the Departmental Complaints and Inquiry Register.

**Unfair Treatment**

**Bullying & Harassment**

A person may feel that they are being treated unfairly by College management or staff, management or staff of Third Parties acting on behalf of Captain Cook College or other 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 the general public at risk.

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

**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**

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/s informing them that their comments or behaviours are offensive.
Where an individual does not feel safe or 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

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 an 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.

A formal complaint is best lodged with the relevant Campus Manager using the College Complaints Form. Alternatively, it can be raised to Captain Cook College’s Head Office via an email to complaints@ccc.edu.au, by calling 1300 808 681 or in person at Head Office located at Level 4, 488 Queen Street, Brisbane City QLD 4000. If immediate assistance is required, please see any College staff member.

**Head Office**

Head Office will send a complaint acknowledgement letter to the Complainant within 5 days of lodgement of the formal complaint. This letter advises the complainant the matter will be investigated and an Outcome Letter issued within 20 business days.

**Campus Manager**

The formal complaint is referred to the Campus Manager for review, action and response to the complainant within 20 business days.

**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.

**Appeals and Independent Reviews**

A complainant who remains dissatisfied with any complaint decision may choose to raise an Appeal, or seek an independent review of their case. Please refer to the Appeals Policy and Procedure available on the Captain Cook College website.
Process Flowchart

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Stage 1: Informal Discussion
Discuss the issue with the person directly involved to seek resolution.

If not satisfied after Stage 1

Stage 2: Formal Review
Lodge a formal complaint on the Complaints Form and provide to the Campus Manager or email it to complaints@ccc.edu.au.
Acknowledgement of the complaint is posted to the Complainant advising a decision will be made within 20 business days.
Investigation is conducted.
Outcome Letter is posted to the Complainant.

If not satisfied after Stage 2
Proceed to the Appeals Policy and Procedure

Additional information
Complaint Forms can be obtained from the College or downloaded from the Website.
In cases of Complaints or Appeals taking greater than 60 days the complainant/Appellant will be notified in writing with details of the reasons and will be kept informed of the progress on a regular basis.

Complaints may also be made to:
The National Training Complaints Hotline 13 38 73

Documentation:

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<thead>
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