



Complaints and Appeal Policy & Procedure

Crown Institute of Business and Technology (CIBT) is committed on developing and maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible and offered to complainants at no charge.

The CIBT aims to:

- ✓ Develop a culture that views complaints as an opportunity to improve the CIBT and how it operates;
- ✓ Set in place a complaints handling and resolution procedure that is student focused and helps the CIBT to prevent complaints from recurring;
- ✓ Ensure that any complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- ✓ Ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised;
- ✓ Ensure that there is a consistent response to complaints.

CIBT has policy to respond promptly and effectively to individual cases of dissatisfaction by utilising the procedure set out in this document.

There could be situations where you may wish to resolve a problem with certain individual or the way a course has been delivered or to appeal against assessment results. CIBT will be highly objective in such instances. Each complaint and appeal and its outcome is recorded in writing and a letter stating the outcome and the reasons for the outcome are supplied.

Definition of a complaint

A complaint can be defined as a student's expression of dissatisfaction with any aspect of the CIBT's services and activities including, among other things:

- ✓ The enrolment, induction/orientation process;
- ✓ The quality of training or assessment provided;
- ✓ Access to personal records;
- ✓ The way someone has been treated.

A complaint is not about an assessment result. Students who wish to appeal an assessment decision should refer to the Assessment Appeals Procedure.

Nothing in this Complaints Handling and Resolution Policy and Procedure limits the rights of students to take action under Australia's Consumer Protection laws. Also,



these dispute resolution procedures do not circumscribe a student's rights to pursue other legal remedies.

Students may experience a number of different personal problems. Some may be related to their experience at CIBT and others about life in general. In either case, the situation will be treated with absolute confidentiality and appropriate support given. Some instances may not require the CIBT Complaints & Appeal /Student Grievance Resolution Form, as the nature of the issue is sensitive and is about life in general and not their CIBT experience. In this case, the CIBT Student Interview Form will be used.

Student may also experience academic problems, services/facilities problem or administration problems. All these types of problems will be resolved through the following steps:

Step 1: Speak politely and honestly with the person concerned first. In Australia it is culturally acceptable to talk over a problem with the person directly without fear of punishment or nasty behaviour. Verbal complaints regarding training and assessment are discussed with a trainer/ assessor or and preferably resolved at that level, if possible.

Step 2: If that is not successful, then the student may fill CIBT Complaints Form and go to reception to make an appointment to speak with the Compliance Manager for all VET Programs.

In the interview with the Compliance Manager the following will happen:

- The Compliance Manager will go through the information on CIBT complaints form for clarification and discussion.
- Then, as the problem is discussed with the details of the discussion will be written down on the form.
- When a decision about what action to take is reached, it will be written on the form as evidence of future actions to be taken.
- At the end of the interview, the Compliance Manager will read the notes back to the student and both the student and Compliance Manager will sign the CIBT complaints/Grievance Resolution Form and inform the student that decision will be made in 5 working days.
- A photocopy of the CIBT complaints/Grievance Resolution Form will be made for the student and the original placed on the student file with details of the interview recorded on the CIBT Student Database.
- The information will then be recorded in the CIBT Complaints/Grievance Resolution Register.



Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant within 5 working days from the interview with the student. The details will state the outcomes and reasons for the decisions made.

Where the resolution requires a documented change to policies and procedures, the Compliance Manager notifies the Chief Executive Officer (CEO) of the change to ensure that the procedure for document change is followed with the appropriate records made. In the event that a complaint is substantiated, CIBT will take prompt and appropriate action to resolve the circumstances.

Step 3: If student is not satisfied with step 2 above, then the student can go to reception apply for an internal appeal of the decision with CEO of the CIBT.

The CEO will review all previous interview notes and request further information/clarification where needed. The CEO will investigate the complaint fairly and objectively and detail the investigation in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

CEO may call student for an interview if needed. CEO will write to the Student about decision of the internal appeal within 5 working days. A copy of letter to student will be placed on the student file. This information will be recorded in the CIBT Complaints/Grievance Resolution Register

CIBT will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

Step 4: If a student is dissatisfied with the outcome of CIBT's internal appeal procedure (step 3), student can access external appeal through the overseas student ombudsman.

Please visit the following website to access external appeal process.
<http://www.ombudsman.gov.au/making-a-complaint>

Note: If the complainant decides to proceed with external appeal, they should notify CIBT of this, so the time is allowed for this process. Student MUST provide (within 5 working days) the evidence of where a student has accessed an external appeal process.

To apply for External Review a student must complete an application form (available on <http://www.ombudsman.gov.au/making-a-complaint>)



CIBT maintains the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported the CIBT's decision to report.

CIBT will wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – it may result in automatic cancellation.

If the appeal is against the CIBT's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment as per Standard 9, CIBT only await the outcome of the internal appeals process (supporting the provider) before notifying DET through PRISMS of the change to the student's enrolment.

Once DET has been notified of a deferment, suspension or cancellation of a student's enrolment, the student must contact Department of Home Affairs (DHA) regarding their visa status.

**Important Notes:**

1. CIBT students may invite a friend/representative to be with them at any stage of the grievance resolution procedure. However, the friend/representative can only be present with the permission of the CIBT student going through the stages of grievance resolution.
2. Each complainant or appellant has an opportunity to formally present his/her case at minimal or no cost to him/herself.
3. Each party may be accompanied and assisted by a support person at any relevant meetings.
4. CIBT will maintain student enrolments while the complaints and appeal process is ongoing as per Standard 10 of the National Code 2018.
5. The process commences within 10 working days of lodgement and finalised as soon as practicable.

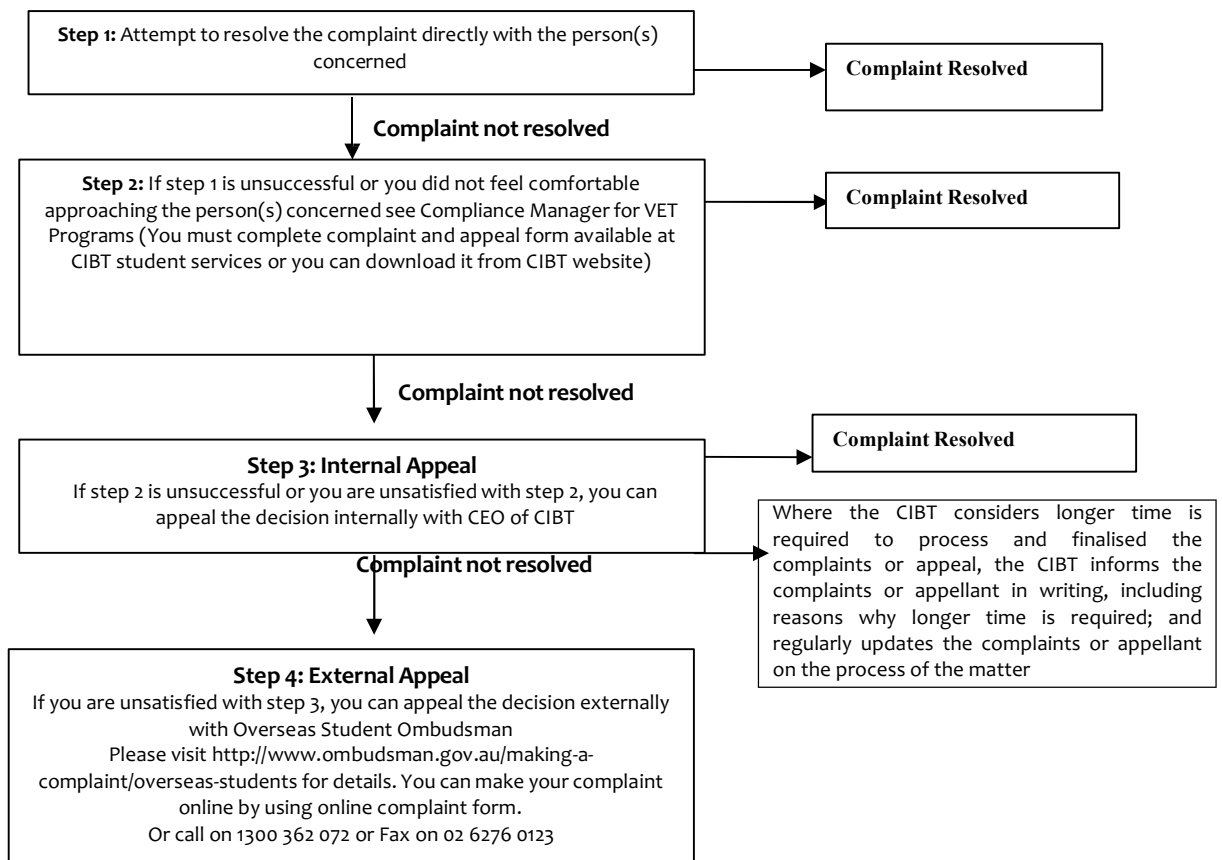


CIBT Complaints and Appeals Process - Flow Chart

CIBT’s complaints policy and appeals policy ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. Policy is publicly available on website, and has procedure of making a complaints or requesting an appeal. We ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.

Where the CIBT considers longer time is required to process and finalise the complaint or appeal, CIBT informs the complainant or appellant in writing, including reasons why longer time is required and regularly updates the complainant or appellant on the progress of the matter.

CIBT securely maintains record of all complaints and appeals and their outcomes and identifies potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.



Complainant can also contact Department of Education & national training hotline.

National Training Complaints Hotline

The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments. Anyone with a complaints or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

How to make complaint

Consumers can register a complaint with the national training complaints hotline by:

Phone: 13 38 73 (please select option 4) Monday- Friday, 8am-6pm nationally

Email: Please see the process for [submitting an email \(email-complaints\)](#)

Please note that your call will be directed to Skilling Australia which covers many vocational education and training please select option 4. The National Training Complaints Hotline uses the services of translating and Interpreting Service and National Relay Service.