

# Student Complaint Policy

## Colleges of Business and Technology (WA) Pty Ltd

Trading as Curtin College, a member of Navitas Pty Limited

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<b>Document Name</b>	Student Complaints Policy
<b>Brief Description</b>	This Policy has been developed to ensure all current and prospective students of Curtin College are given access to a fair complaints resolution process. This Policy applies to all students.
<b>Responsibility</b>	College Leadership Team
<b>Initial Issue Date</b>	December 2011

## Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
June 2024	V3.0	New template. Major updates sections 2.3-2.6	Quality & Compliance Manager
18 March 2025	V3.1	Updated to reflect National Student Ombudsman	Quality & Compliance Manager
19 May 2025	V3.2	Addition of Resolution Institute	Quality & Compliance Manager

## Related Documents

Name	Location
Access, Diversity, Equity, and Inclusion Policy	Website
Code of Conduct	Website
Privacy Policy	Website
Progression and Intervention Policy	Website
Sexual Harm Prevention and Response Policy	Website
Student Complaint Policy – Singapore	Website
Refund Policy	Website

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## 1 Purpose and Scope

### 1.1 Introduction

This Student Complaints Policy sets out the approach of Curtin College relating to the management of student complaints.

### 1.2 Purpose

The purpose of this Policy is to ensure all current and prospective students of Curtin College are given access to a fair complaints resolution process. A student has the right to raise a complaint and to have that matter considered with courtesy, at no or minimal cost, in a timely fashion and without fear of prejudicial treatment.

### 1.3 Scope

Any current or prospective student of the College or its partner providers who believes they experienced incorrect, inappropriate or unfair treatment in the course of their relationship with the College (or any of its Agents or other related parties engaged by the College) is entitled to access the complaints process set out in this policy, regardless of the location of the campus at which the matter has arisen, the student's place of residence or the mode in which they study.

A student may lodge a complaint at any time while they are a current or prospective student of the College. A student has 20 working days, from the date of the decision or event, to lodge an appeal. Former Students of Curtin College who seek to appeal a decision made during their enrolment at the College will be dealt with on a case-by-case basis and at the discretion of the College Director and Principal.

Due to legislative requirements in Singapore, Curtin College students studying on the Curtin Singapore campus should refer to the '[Student Complaints – Singapore](#)' Policy.

Curtin College employee complaints are to be dealt with according to the terms set out in the Curtin College Enterprise Agreement or Navitas Staff Grievances Policy, depending on the nature of their employment.

## 2 Policy Statement

This policy has been developed in line with requirements set out in Higher Education Support Act 2003, The Education Services for Overseas Students Act (ESOS) 2000, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018) – Standard 10; and the Higher Education Standards Framework 2021 (Threshold Standards) - Standard 2.4.

### 2.1 Policy Principles

The principles that underpin this policy are as follows:

- The consideration of complaints will be dealt with according to principles of procedural fairness which respect the right of a complainant to be heard by an impartial party.
- In all matters of dissatisfaction, students and staff should attempt to resolve the conflict informally in a cooperative manner. If this is not possible, or the outcome is unsatisfactory, the formal process may be commenced. It is best practice that issues are resolved as close to the source as possible.
- Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process.
- This complaints process does not restrict or preclude a student's right to further action under Australian Law.
- Staff will make all attempts to respond to complaints within the time limits set out in this policy.
- The Complaints process forms part of this policy and is available on the College's website; [www.curtincollege.edu.au](http://www.curtincollege.edu.au)

- Complainants and/or respondents have the right to be accompanied by a third person acting as a support person (such as family member, friend, counsellor other professional support person, other than a qualified legal practitioner), if they so desire.
- All communications arising from the complaints process, together with the proceedings of the Complaints Committee, will remain confidential, except to the extent necessary to give effect to this Policy.
- The complainant can formally present their case at no cost to them, to an external agent (refer External Complaints Agencies section).
- If an internal or any external complaint handling process results in a decision that supports the student, the College will implement the decision and advise the complainant of the outcome.
- The Curtin College Student Counsellor is available to assist students with preparing a written complaint. The Student Counsellor cannot give advice regarding the likelihood of success.

## 2.2 Types of Complaints

- Academic
  - Curriculum content and its delivery
  - Class timetabling and exam timetabling matters
  - Exam procedures
  - Teaching staff
- General (Non-Academic) Complaints relate to the following:
  - Agent misrepresentation of college and/or programs
  - Customer services and administration
  - Facilities
  - Fees payments, refunds, and finance related matters
  - Marketing related information
  - Refusing admission to a course or cancellation of enrolment
  - Staff
  - Transfer of Provider
  - Wellbeing (pastoral care)

## 2.3 Academic and General Complaints Process

### **Informal Resolution**

Prior to lodging a formal complaint, the College encourages the complainant to contact the relevant academic or administrative staff member to discuss the matter and seek an acceptable resolution.

If the complaint cannot be resolved through informal direct communication with the respondent(s), they should commence Stage One of the complaints process explained below.

### **Stage One - Formal Complaints Process**

The complainant must lodge their complaint in writing by completing the 'Complaint' form located on the Curtin College [website](#) and email it to [complaints@curtincollege.edu.au](mailto:complaints@curtincollege.edu.au) within 20 working days of the complaint issue becoming known.

Within 10 working days of receipt of the complaint, the Quality and Compliance Manager or nominee will provide in writing the outcome to both complainant and respondent.

### **Stage Two - Complaints Committee**

Where the complainant is unsatisfied with the outcome of Stage One and believes that:

- there was insufficient opportunity to present their case to the decision-maker (must provide reasonable information that can specify how the student was prevented from presenting their case to the decision maker); or

- the decision was made contrary to the evidence provided (must specify why the decision is considered contrary); or
- the process was not carried out in accordance with College's policy or procedures (must state what College policy or procedure was not followed and how the process was not carried out correctly); or
- new information or evidence is available that has not been previously considered (must specify what the new information is, and why it should affect the outcome).

the complainant can lodge a written statement of their complaint to the Complaints Committee via [complaints@curtincollege.edu.au](mailto:complaints@curtincollege.edu.au). This statement must be lodged within 10 working days of receiving the written notification of the outcome of Stage One negotiations.

To avoid any apprehension of bias, an alternative Committee member will replace any Committee member responsible for the decision that led to the complaint, or who was involved in earlier resolution processes.

Complaints to the Complaints Committee are to be sent to [complaints@curtincollege.edu.au](mailto:complaints@curtincollege.edu.au). The committee will review the complaint and within 10 working days the complainant will be informed of the outcome in writing. The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee.

There is no cost associated with a complaint to the Complaints

### **Stage Three - External Review**

Where a student engages in the Curtin College Complaints process, it does not remove their right to pursue other legal remedies or take further action under Australia's consumer protection laws.

Where the complainant is unsatisfied with the outcome of the Stage Two, they may lodge an appeal with an External Agency (refer clause 2.5).

## **2.4 Complaints Committee membership**

The Complaints Committee shall be comprised of at least three from the following list:

- Academic Director
- Admissions Manager
- College Director and Principal
- Commercial Finance Manager
- Curtin University International Regulatory Compliance Co-ordinator (or nominee)
- Director Marketing & Recruitment
- Marketing Managers
- Program Managers
- Quality and Compliance Manager
- Student and Academic Services Manager
- Student Counsellor

The Complaints Committee may recommend a change in college policy or procedure as a result of their deliberations. The relevant Senior Officer will be asked to respond with an action plan, or a rationale why recommendation is not implemented.

## **2.5 External Review Agencies**

If the complainant is not satisfied with the outcome of the internal appeal, they may seek a review of the matter through an independent third party. A student may request a review of the complaint and appeal through the National Student Ombudsman (NSO) which the student can contact directly:

National Student Ombudsman  
Phone: 1300 395 775

Outside Australia: +61 2 5117 3600.

Email: [nsooutreach@ombudsman.gov.au](mailto:nsooutreach@ombudsman.gov.au)

Web: <https://www.nso.gov.au/>

Complaints form:

<https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm>

External bodies may require a student to have lodged and fully exhausted the College's complaints and appeals process before they will consider the complaint.

If the NSO refers the matter to another Commonwealth or State Government agency for review, the College will assist the relevant agency to complete their review.

If the NSO determines the matter is outside the scope of their remit and the NSO does not specify another suitable government agency to consider the matter, the student may seek a review through the Resolution Institute for which the College is a member of its Student Mediation Scheme. The Resolution Institute may be contacted at:

Resolution Institute

Phone: 1800 651 650

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

Web: <https://www.resolution.institute/>

While the parties attempt to resolve the matter, where relevant, the student will be expected to continue to attend classes as normal (unless the student has a reasonable concern about an imminent risk to their health and/or safety).

#### IF EXTERNAL REVIEW IS ENGAGED WITH:

The complainant has 10 working days from the date of the decision delivered by the Complaints Committee to submit a request for an external review. The complainant must provide written notification that they have initiated an external review and provide this information in writing, along with the reference number provided by the NSO. This will ensure appropriate governmental reporting can occur, where applicable.

- If the external review results in a decision or recommendation in favour of the student, the College will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action
- If the external reviewer makes any general findings or recommendations, the College agrees to appropriately consider those findings or recommendations,

### 3 Responsibilities

- The Quality and Compliance Manager will ensure staff are informed about this Policy through communications and via the College's website.
- The Academic Director or nominee will ensure students are advised of the Complaints policy at Orientation.
- All Line Managers will ensure their staff (casual, part-time and ongoing) are advised of this policy at induction.

### 4 Compliance

#### 4.1 General

- Records of all complaints will be kept for a period of five (5) years. These records will be under the responsibility of the Quality and Compliance Manager or nominee.
- Curtin College will take all necessary steps to ensure that information regarding the complaint shall be disclosed only to those persons who have a right to the information by virtue of their role in the complaints process.

- The Quality and Compliance Manager is responsible for the collation and analysis of information about the type, causes and numbers of student complaints on an annual basis. An annual report is provided to the College Leadership Team and the Board of Directors updated with the number and nature of complaints three times per year.

#### 4.2 Policy Dissemination and Awareness

- This policy and related documentation are accessible through the Curtin College website at: <http://www.curtincollege.wa.edu.au>, Learning Management System (Moodle) and via the Curtin College intranet.
- Students verbally during Orientation Day, in writing via the Student Handbook and via the College's website (<http://www.curtincollege.edu.au>). Students are also provided with a copy of the Complaints Policy with their Letter of Offer.
- New staff will receive policy information during the induction process.

#### 4.3 Relevant Legislation

- [The Higher Education Support Act \(HESA\) 2003](#)
- [The Higher Education Standards Framework 2021](#) (Threshold Standards) - Standard 2.4 Student Grievances and Complaints
- [The Education Services for Overseas Students Act \(ESOS\) 2000](#)
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 ([National Code 2018](#)) - Standard 10

### 5 Definitions

Refer to the Glossary of Policy Terms on the Curtin College website.

### 6 Review

This Policy is reviewed at least every 2 years, or when there are any changes to the regulatory compliance requirements, legislation, regulation and guidelines.

### 7 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Quality and Compliance Manager	Website Shared Drive	Permanently with control in place for revisions	Archived