

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

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
October 2025	V4.0	New template. Minor updates	Head, Quality and Compliance (Curtin Singapore)

Related Documents

Name	Location
Access, Diversity, Equity, and Inclusion Policy	Website
Appeals Policy	
Code of Conduct	Website
Privacy Policy	Website
Progression and Intervention Policy	Website
Refund Policy	Website

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1 Purpose and Scope

1.1 Introduction

This Student Complaints Policy outlines the approach taken by the Curtin College in Singapore for managing student complaints.

1.2 Purpose

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 at the Curtin College Singapore 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.

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.

Curtin College, Singapore employee complaints are to be dealt with according to the terms set out in the Curtin Singapore Staff Handbook with reference to Navitas' Staff Grievances Policy and procedures.

2 Policy Statement

This policy has been developed in line with requirements set out in:

- (a) Singapore
 - EduTrust quality assurance certification scheme
 - Enhanced Registration Framework
 - Private Education Act
- (b) Australia
 - Higher Education Support Act 2003,
 - The Education Services for Overseas Students Act (ESOS) 2000,
 - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018) – Standard 10; and
 - Higher Education Standards Framework 2021 (Threshold Standards) - Standard 2.4.

3 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 Singapore Law.

- Staff will make all attempts to respond to complaints within the time limits set out in this policy.
- 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 or 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 review and resolution effort will remain confidential, except to the extent necessary to give effect to this Policy.
- If an internal or external complaint handling process results in a decision that supports the student, Curtin Singapore will implement the decision and inform the complainant of the outcome and corrective actions taken. If the decision does not support the student, Curtin Singapore will also communicate the outcome clearly, provide reasons for the decision, and advise the complainant of any further available review or escalation options.
- The Curtin Singapore Student Counsellor or Quality Assurance and Compliance department (QAC) is available to assist students with preparing a written complaint. The Student Counsellor or QAC cannot give advice regarding the likelihood of success.

3.1 Types of Complaints

Curtin Singapore recognises that student complaints may arise from a broad range of academic and non-academic matters. The following categories illustrate the common types of complaints managed under this policy:

- **Administrative matters** – issues relating to student records, processes, or administrative services.
- **Admissions decisions** – matters relating to refusal of admission or entry to a course.
- **Agent representation** – concerns about misrepresentation of Curtin Singapore, Curtin College, or their programs by an authorised education agent.
- **Copyright and intellectual property** – alleged misuse or infringement of copyrighted material.
- **Customer service** – quality, accuracy, or responsiveness of support services provided to students.
- **Curriculum content and delivery** – concerns regarding course content, delivery methods, or assessment relevance.
- **Decisions under the Student Code of Conduct** – appeals or concerns arising from disciplinary decisions.
- **Examinations and assessments** – issues relating to examination procedures, conduct, or administration.
- **Facilities and resources** – adequacy, accessibility, or maintenance of campus facilities and learning resources.
- **Financial matters** – including fees, payments, refunds, or other finance-related issues.
- **Marketing information** – accuracy or clarity of promotional and program information provided by Curtin Singapore or its agents.
- **Staff conduct** – concerns involving the behaviour or professionalism of academic or administrative staff.
- **Student wellbeing and pastoral care** – issues relating to personal support, welfare, or student wellbeing services
- **Teaching quality** – perceptions of teaching effectiveness, engagement, or instructional delivery.
- **Timetabling** – scheduling of classes, examinations, or other academic activities.

3.2 Academic and General Complaints Process

Informal Resolution

Prior to lodging a formal complaint, a complainant may 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 may wish to lodge a formal complaint – refer Stage One below.

Stage One - Formal Complaints

The complainant must lodge their complaint online Feedback Portal found on the Curtin Singapore website, which is the preferred method of contact. Alternatively, complaints may be lodged with the Quality Assurance and Compliance department (QAC) in person, or by email to feedback@curtin.edu.sg at which, the QAC will register the complaint in the Feedback Portal on behalf of the complainant. A person must take all reasonable steps to register their complaint concerning a particular decision, act, or omission of Curtin Singapore, with Curtin Singapore within 12 months of its occurrence.

The QAC will, within two working days of being made aware of a complaint, contact the complainant to acknowledge receipt of and ownership for resolving the complaint.

Upon lodgement with the QAC, the complaint will be promptly directed to the line manager who the QAC considers is best suited to handle the complaint.

The line manager will, within 5 working days of being made aware of a complaint commence addressing the complaint.

The line manager and any other person involved in investigating or responding to a complaint will do so on behalf of Curtin Singapore.

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 the 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 requesting a review of their complaint via feedback@curtin.edu.sg. 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 staff member/s will review the request for review.

The complainant will be advised of the outcome in writing within 15 working days of the request for review being received. The Reviewer may ask either the complainant or respondent (or both) to present their case in person to them.

There is no cost associated with a complaint to the Complaints

Stage Three - External Review

Curtin Singapore recognises that there may be situations where the complainant is:

- a) not satisfied with the outcome reached in relation to their complaint; and
- b) of the view that their complaint has not been handled properly or fairly in accordance with these procedures.

In such cases, the complainant has a right to raise a new complaint, identifying where Curtin Singapore's policies and processes have not been complied with. The complainant can also refer to Curtin Singapore's handling of their complaint to an appropriate independent stipulated third-party external agency officially appointed under the SSG Private Education Mediation-Arbitration Scheme, and complainant own legal counsel.

Where requested, the Quality Assurance and Compliance (QAC) Department will advise the complainant on the relevant external agencies and their respective roles in handling complaints or appeals. Curtin Singapore may suspend internal handling of a complaint while it is under consideration by an external reviewer or tribunal, or until the matter is referred back to Curtin Singapore for further resolution.

If the external reviewer issues a recommendation or decision, Curtin Singapore will implement the recommendations or take appropriate action consistent with the outcome, in accordance with applicable governing policies, rules, and regulatory requirements, and will formally notify the complainant of the result and any follow-up measures taken

3.3 External Review Agencies

A person may make a complaint to an appropriate independent external agency or tribunal at any time. Further information on these agencies is available on Skills Future SG (SSG) website via <https://www.ssg.gov.sg/resources/pei/dispute-resolution>

- 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 review results in a decision or recommendation **not in favour of the student**, the College will communicate the outcome clearly to the student, including the reasons for the decision and information on any further available recourse, while ensuring the matter is formally closed in accordance with the Feedback Management Procedures.
- If an external reviewer makes any general findings or recommendations, the College will consider these. If deemed appropriate, recommendations will be implemented within 90 days of notification.

4 Responsibilities

- Records of all complaints in Singapore will be kept for a period of five (5) years. These records will be under the responsibility the Quality Assurance and Compliance department.
- The Quality Assurance and Compliance department will undertake a review of the Complaints Register twice a year to identify trends in complaints received. The Head, QA & Compliance to provide this information to the Curtin College Singapore Management Team twice per year.
- Recommendations for procedure improvement or policy change arising out of any stage of the complaints process will be provided to the Curtin College Singapore Management Committee, by the Head of Quality and Compliance (Singapore) for recording and consideration.
- Recommendations arising from any external review of the Complaints Policy or procedures should be implemented within 120 days of notification

- The Director of Academic Services (Singapore), or their nominee, is responsible for ensuring students are advised of the Complaints Policy during Orientation, and for training academic and student services staff in its application.
- The Director of Academic Services will ensure their staff (casual, part-time and ongoing) are advised of this policy at induction.

5 Compliance

5.1 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 Assurance and Compliance, Singapore.
- Head, Quality Assurance and Compliance 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 Assurance and Compliance team are 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 twice per year.

5.2 Policy Dissemination and Awareness

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

5.3 Relevant Legislation

- [The Higher Education Support Act \(HESA\) 2003](#)
- [The Higher Education Standards Framework 2021](#) (Threshold Standards)
- [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](#))
- Edutrust Guidance Document Ver 4
- Private Education (Dispute Resolution Schemes) Regulations 2016

6 Definitions

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

7 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.

8 Records Management

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

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