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| Policy Owner | College Director & Principal /Pro Vice-Chancellor and President (Curtin Singapore) |
| Contact Officer: | Head, Quality and Compliance (Curtin Singapore)/Quality & Compliance Manager (Bentley) |
| Policy Number: | QBIPO018a |
| Approved by: | College Leadership Team |
| Approval date: | December 2011 |
| Last Reviewed: | March 2022 |
| Related Policies: | Access, Diversity, Equity, and Inclusion Policy Appeals Policy Code of Conduct Privacy Policy Progression and Attendance Policy Refund Policy |
| Related Documents | Formal Complaint Form |

1. Overview

- 1.1. This policy has been developed to ensure all current and prospective students of Curtin College or any partner provider are given free access to free effective and fair complaints resolution processes. A student has the right to raise a complaint and to have that matter considered with courtesy, in a timely fashion and without fear of prejudicial treatment.
- 1.2. This policy has been developed in line with requirements set out in following Regulations and Standards:
 - (a) Australia
 - 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 2015 (Threshold Standards) - Standard 2.4.
 - (b) Singapore
 - EduTrust quality assurance certification scheme
 - Private Education Act
- 1.3. Appendix 1 provides a summary of the process as well as what form to complete.

2. Organisational Scope

- 2.1. 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.
- 2.2. Curtin 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.

3. Definitions

- 3.1. **CoE:** Confirmation of Enrolment is a document registered with Department of Home Affairs to confirm a student's acceptance into a particular course for a specified duration.
- 3.2. **Complaint:** an expression of dissatisfaction with the quality or delivery of service, policy or procedure, or the conduct of another person
- 3.3. **Complainant:** A person lodging a complaint.
- 3.4. **Partner Provider:** an institution that provides a course that is registered by the College, who, for the purposes of this document oversees all matters relating to the delivery of those courses.
- 3.5. **Respondent:** A person responding to a complaint.
- 3.6. **Working Days:** Refers to College working days, which excludes when the College is closed.

4. Policy Principles

The principles that underpin this policy are as follows:

- 4.1. 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;
- 4.2. 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.
- 4.3. Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process;
- 4.4. This complaints process does not restrict or preclude a student's right to further action under Australian Law or Singapore Law, whichever is applicable.
- 4.5. Staff will make all attempts to respond to complaints within the time limits set out in this policy;
- 4.6. Complainants and/or respondents have the right to be represented by a third person acting as a support person (such as family member, friend, counselor other professional support person, other than a qualified legal practitioner), if they so desire;
- 4.7. 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.
- 4.8. The complainant has the opportunity to formally present his/her case to the external agent listed under point 5.5 of this policy.
- 4.9. If an internal or any external complaint handling process results in a decision that supports the student, Curtin Singapore will implement the decision and advise the complainant of the outcome.
- 4.10. 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.

| Version: | Changes/Improvements |
|----------------|---|
| V3.0 (Mar '22) | Policy reviewed to ensure it meets Australia and Singapore regulatory requirements. |
| V2.3 Jan '21 | Policy overview, scope, definitions and principles reviewed and updated. |

5. Policy Implementation

5.1. Complaint Process

5.1.1. 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 should commence Stage One (of the complaints process which are explained below).

5.1.2. Stage One - Formal Complaints Process

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 lodgment 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.

5.1.3. Stage Two - Complaints Committee

Where the complainant is unsatisfied with the outcome of the initial complaint feedback and believes that :

- there was insufficient opportunity to present their case to the decision-maker; or
- the decision was made contrary to the evidence provided; or
- the process was not carried out in accordance with the Curtin Singapore's Complaints policy / procedures; or
- new information or evidence is available that has not been previously considered,

the complainant can lodge an appeal against their lodged complaint resolving outcome via feedback@curtin.edu.sg This appeal must be lodged within 5 days of receiving the written notification of the outcome of the initial complaint lodged.

5.1.4. Stage Three - External Agencies

A person may make a complaint to an appropriate independent external body or tribunal at any time. Further information on these agencies is available on the Committee for Private Education (CPE) webpage found at Skills Future SG (SSG) website via <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

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 the Curtin Singapore's processes have not been complied with. The complainant can also refer Curtin Singapore's handling of their complaint to an appropriate independent external body or tribunal such as the CPE (offers Mediation-Arbitration Scheme), Small Claims Tribunals (SCT), and complainant own legal counsel.

Where requested, the QAC will advise the complainant in relation to these agencies and their roles.

Curtin Singapore may choose to suspend addressing a complaint until the external body or tribunal rules on the complaint, or the external complaint is directed back to Curtin Singapore for resolution.

6. Administrative procedures

This policy and related documentation is accessible through the Curtin College website at:

<http://www.curtincollege.wa.edu.au>

- 6.1. 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.
- 6.2. 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.
- 6.3. The Quality and Compliance Manager will undertake a review of the Complaints Register twice a year to identify trends in complaints received.
- 6.4. Recommendations for process improvement or policy change arising out of any stage of the complaints process will be provided to the Curtin College Singapore Leadership Team, by the Head of Quality and Compliance (Singapore) for recording and consideration.
- 6.5. Recommendations arising from any external review of the Complaints Policy or procedures should be implemented within 90 days of notification.
- 6.6. Policy Dissemination and Staff Training
 - 6.6.1. This policy and related procedures will be communicated to:
 - Academic staff through staff induction pack, Teaching hub and via the College's website (<http://www.curtincollege.edu.au>);
 - Students verbally during Orientation Day, in writing in the Student Handbook and published on the College's website (<http://www.curtincollege.edu.au>)
 - To support and office staff via email and through the College's website (<http://www.curtincollege.edu.au>)
 - New support and office staff will receive policy information during the induction process.
- 6.7. The Academic Director (Bentley) /Director of Academic Services (Singapore) are responsible for the training of academic and student services staff in the application of the policy and for verbally advising and explaining the policy to students.
- 6.8. The College Director and Principal or equivalent is responsible for the training of support staff in its application and for publishing the policy on the website.

| Version: | Changes/Improvements |
|----------------|---|
| V3.0 (Mar '22) | <ul style="list-style-type: none"> • Implementation of Policy reviewed to ensure it is in line with Singapore's regulatory obligation. |
| V2.3 (Jan '21) | <ul style="list-style-type: none"> • Policy implementation reviewed and updated. Specific updates include: • 5.1.2 updated to provide clarity re Fees • Director Quality and Student Services removed and updated with Quality and Compliance Manager • 5.2.4 Updated • Change to terminology from 'local' to 'domestic' student |

Appendix 1: Summary of process

| Informal Resolution | Stage 1 (Formal) | Stage 2 (Complaints Committee) | Stage 3 (External Appeal) |
|--|---|---|--|
| <p>Try to resolve the issue with the relevant person. If the issue is not able to be resolved at this point progress to Stage 1.</p> | <p>Lodge the complaint via online Feedback Portal (Formal) located on Curtin Singapore website or email to feedback@curtin.edu.sg</p> | <p>Requires evidence that Stage One has been completed.</p> <p>Email your written statement to feedback@curtin.edu.sg</p> <p>Requires evidence that Curtin Singapore has not followed its policies/procedures or you have further evidence to support your complaint .</p> | <p>Appeal to an external agency (as per Stage 3 of the relevant section in this policy).</p> <p>Students must work through the internal processes (stage 1 & 2) before taking their case to the external agency.</p> <p>An external agent will review whether Curtin Singapore has followed its policies and procedures (not the decision)</p> |

