

I. FITTA Policies and Procedures

A. Student Complaints and Appeals Policy

1. Policy

FITTA recognises that effective complaint management and equitable and transparent review processes contribute to a positive study environment. Students should feel confident that their complaints about academic and non-academic matters regarding FITTA, or their concerns about the behaviour of others towards them, will be addressed appropriately, fairly and in a timely manner by FITTA staff who are not the individual the complaint is about. Students should also be confident that they will not be penalised or disadvantaged as a result of lodging a complaint.

2. Purpose

This policy is designed to ensure that student complaints are handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a resolution in accordance with the principles of procedural fairness.

3. Scope

This policy applies to all staff, enrolled students (past and present), and to people who have completed an application to enrol as a student, who have a complaint regarding academic and non-academic matters and reviews of nonacademic and academic decisions.

Academic complaints are complaints about the delivery of a student's enrolled subjects. Such as, but are not limited to, dissatisfaction with:

- the content of a subject
- the design or delivery of a subject
- the clarity of an assessment item
- the equipment, resources or materials required or recommended for a subject
- feedback provided by a teaching staff member

Examples of non-academic complaints include, but are not limited to, dissatisfaction with:

- denial of a refund under FITTA's Student Fees Policy
- a decision to impose penalties for the non-payment and late payment of fees
- any service provided to the student that is not directly related to an assessment eg. enrolment and communication of general information
- health and safety management
- management of student personal information

Complaints about unfair treatment received from a FITTA team member (whether staff of third party staff) or by a student can include but is not limited to:

- bullying
- discrimination
- harassment
- victimisation
- vilification
- where a decision has been made by a member of the training and/or assessing staff and the student is wanting to address the outcome of the decision regarding their assessment.

4. Procedure

This policy must be provided to the student before entering into a contract or before an amount of money has been paid, whichever happens first.

Further reiteration of this policy will occur within the first 7 days of a student attending a course or during orientation, whichever happens first. (See Student Induction Form)

When a student is placing a complaint for any of the above reasons. FITTA will use a 5 step process.

As the student can choose where in the process they wish to place the complaint, we will acknowledge the complaint in writing when received, we will then contact the other party involved in the allegations to allow them the opportunity to present their side of the matter. We endeavor to resolve the complaint within 10 days remaining unbiased and fair. The student lodging the complaint will also be given notice of an outcome or delay of an outcome.

Step 1: Discussion:

FITTA will in the first instance will always endeavour to resolve complaints/disputes informally within 10 working days. This is achieved through discussion between the student and the individual directly responsible for the decision or behaviour that is the subject of the student's complaint.

The complaints should be raised promptly via email, phone or direct conversation. It is the responsibility of both parties to explore options for resolving the issue as soon as possible after it has been raised and to do so in a courteous and respectful manner.

It is acknowledged that in some circumstances, students may not feel comfortable raising their complaint directly with the individual/s who is the subject of the complaint. Students and or FITTA staff may be accompanied and assisted by a support person at any relevant meeting arising from the complaint. However there is no compulsion to resolve complaints informally. Students have the option of requesting a formal review as the first step in the complaint resolution process.

During the complaints and appeals process, the following can be

implemented dependent on each individual circumstance.

- FITTA is not required to continue to offer learning opportunities throughout the complaints or appeals process.
- FITTA can decide whether it will continue to offer learning opportunities throughout any appeals process.
- FITTA may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment.
- FITTA acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.
- the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters
- the student's actual or threatened behaviour poses a threat to other staff/students/person
- student has medical or psychological problems that may affect their well-being
- the student cannot be located

**For students who have been informed of the pending suspension or cancellation of enrollment, they must access and initiate the appeals and complaints process within 20 days of such notice. Should no action be taken by the student, the suspension or cancellation will be carried out.

Step 2: Formal Complaint

If the issue cannot be resolved informally, or if the student is dissatisfied with the initial decision regarding the matter, they may ask for a formal review of their complaint by completing a Complaint Form which is available online at www.fitta.com.au then be e-mailed to admin@fitta.com.au. The completed form must include a clear statement of the grievance, including all relevant facts, supporting documents and must specify the resolution the student is seeking. These will be reviewed and decided by:

- Fitta Administration; or
- Fitta CEO

The complaint will be acknowledged within 72 hours upon the receipt of the formal complaint by a FITTA staff member via email or telephone. The individual placing the complaint will be notified of the formal

outcome no later than 20 days.

Step 3: Internal Review:

A student may request a review of the outcome of their formal complaint if they believe that the results are unfair or incorrect at which point another individual within FITTA management will be appointed to review the outcome of the formal complaint. Once the internal review has been requested, notice of the outcome will be within 10 days. Should there be a delay in the process the Student will be notified in writing.

Step 4: External Review:

Students can seek other external reviews or appeals by seeking assistance from agencies such as the Ombudsman, relevant Commission or the Office of Fair Trading.

<https://www.qld.gov.au/contact-us/>

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-services-and-contact-information/contact-us/>

Step 5: Corrective Action:

Within 10 days post resolve of the complaint, FITTA will evaluate what needs to be adjusted to minimise the possible reoccurrence of the same complaint. FITTA welcomes the opportunity for continuous improvement in any area of operation.

Should a resolution and outcome take longer than 10 days the student will be informed on a regular basis until it has been reached, however if the resolution and outcome not be reached within 60 days a student must be notified in writing of the delay and reason.

If the internal or external complaint handling or appeal process results in a decision that supports the student, FITTA must immediately implement any decision and/or corrective and preventive action and advise the student of the outcome.

5. Recording of Complaints

In order for FITTA to continue to meet the needs of the student, it is prudent we maintain a record of complaints to ensure we are assessing and adjusting practices and processes.

Written records of all complaints and appeals will be kept in detail on student files and provided to the student upon request. Complaints are filed in a secure location to keep the privacy of our students at the utmost level.

Additional information

If a student chooses to access FITTA's complaints and appeals processes FITTA must maintain the student's enrolment while the complaints process and appeals is ongoing.

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FITTA may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment.

FITTA acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.

6. Applicable Regulations

Standard 5 and Standard 6

7. Created By:

Luana Ross 07.07.2016

8. To be reviewed

07.01.2017 - Completed

07.06.2018 - Completed

07.12.2018 -

Appendix.1

Complaint form

Name:
Address:
Course:

Reason for complaint:

(brief sentence of main concern)

Details of grievance:

(i.e. date, time, person/s, place)

Personal action taken to resolve issue:

Outcome of action:

Expected outcome:

Formal complaint received by:	Date:
Complainant contacted:	Reviewed by:
Outcome:	Date:

*the information provided is private and confidential and will be utilised in conjunction with the purpose of the enquiry and inform future practices. No information will be provided to third parties unless instructed to as per legal requirements for reporting purposes.