

<b>Policy Owner</b>	College Director & Principal
<b>Contact Officer:</b>	Quality and Compliance Manager
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## 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 access to free, effective and fair complaints resolution and appeals processes.
- 1.2. There are three separate processes depending on whether the complaint/appeal is related to:
  - academic matters (refer to section 5.1);
  - non-academic matters (refer to section 5.2) or;Section 5 sets out the valid grounds and procedures for each type of complaint or appeal.

## 2. Organisational Scope

- 2.1. Any current or prospective student of the College or its partner provider who experiences incorrect, inappropriate or unfair treatment in the course of their relationship with the College is entitled to access the complaints and appeals 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.

## 3. Definitions

- 3.1. **APPEAL:** In this context an appeal constitutes a request to review a decision or outcome relating to any aspect of the student's results, conditions of enrolment, or academic progress and attendance.
- 3.2. **Complainant:** A person lodging a complaint or appeal.
- 3.3. **Respondent:** A person responding to a complaint or appeal.
- 3.4. **Partner Provider** - an institution that provides a course which is CRICOS registered as being offered by the College, who, for the purposes of this document oversees all matters relating to the delivery of those courses.

## 4. Policy Principles

- 4.1. The principles which underpin this policy are as follows:
  - 4.1.1. The consideration of complaints and appeals will be dealt with according to principles of procedural fairness which respects the right of a complainant to be heard by an impartial party;
  - 4.1.2. Attempts will be made to resolve complaints and appeals as close to the source as possible;
  - 4.1.3. Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process;
  - 4.1.4. This complaints process does not restrict a student's or person's right to pursue other legal remedies;

- 4.1.5. Staff will make all attempts to respond to complaints within the time limits set out in this policy;
- 4.1.6. All procedures will be made available to the public on the website [www.curtin.edu.sg](http://www.curtin.edu.sg)
- 4.1.7. Complainants and/or respondents have the right to be represented by a third person (such as family member, friend, counselor other professional support person, other than a qualified legal practitioner, ) if they so desire;
- 4.1.8. 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 Complaints and Appeals Policy.
- 4.1.9. Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal.
- 4.1.10. If an internal or any external complaint handling or appeal process results in a decision that supports the student, the College will implement the decision immediately or take the appropriate corrective/preventative action as required.

## 5. Policy Content

### 5.1. Informal Appeals and Complaints

Prior to lodging any formal appeal or complaint to the College, a complainant may contact relevant academic or administrative staff to discuss the matter and seek immediate and acceptable resolution.

In the event that complainant grievances cannot be resolved through informal direct communication with the respondent(s) the formal Appeals and Complaints policies are available through the College.

### 5.2. Academic Appeals

The Academic Appeals process is for matters which relate to:

- Assessment and results
- Curriculum content & delivery
- Conferral of awards

If at any point, a student becomes dissatisfied in relation to these matters, they should commence Stage One (Academic) appeals procedures which are explained below.

- 5.2.1. Curtin College students have access to a Three stage appeals process as follows:

#### Stage One (Academic) - Formal Appeals Process

##### **Exam Result**

Students who believe that their result is incorrect or unfair can appeal their final mark by filling in the Application for a Formal Appeal of Result and email it to [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg) within 10 working days from results publication. Within 10 working days from receipt of the appeal, the complainant will be advised in writing of the outcome by the Office of the Pro Vice-Chancellor.

##### **Other Academic Appeals**

If, the matter cannot be resolved informally the complainant should lodge their complaint in writing to [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg) within 10 working days of the advice from the Lecturer/Academic Support or Academic Services Office. The email will be acknowledged and within 10 working days from receipt of the appeal, the student will be advised in writing of the outcome by the Office of the Pro Vice-Chancellor.

**Stage Two (Academic) - Appeals Committee**

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

- they did not have sufficient opportunity to present their case to the decision-maker ; or
- the decision was made contrary to the evidence provided;

the complainant can lodge a written statement of their complaint to the Appeals Committee via [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg). This statement should be lodged within 10 working days of receiving the written notification of the outcome of Stage One.

To avoid any conflict of interest, where the Director of Academic Services or equivalent has been responsible for the decision being appealed or has been involved in the outcome of Stage One, they must nominate another senior staff member to stand in their place on the Appeals Committee.

**5.3. General (Non-Academic) Complaints**

5.3.1 The General Complaints process is for matters which relate to:

- Customer services and administration
- Marketing and information
- Facilities
- Fees and finance related matters
- Welfare

**Stage One (Non-Academic) - Formal Complaints & Appeals Process**

The complainant should lodge their complaint in writing by sending an email to [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg) or complete the Feedback Form located on the Curtin Singapore website <http://www.curtin.edu.sg>. The Departmental Manager or equivalent will review the matter raised and contact complainant to resolve the matter.

**5.4. The Complaints Committee**

The Complaints committee shall consist of at least three members of the following:

- Director or nominee
- Director Academic Services or nominee
- Director Finance and Administration or nominee

**5.5. Appeals against Termination or Conditional Academic Status****Stage One (Termination or Conditional Academic Status) - Appeals Committee**

Following the release of results each study period students who are not achieving Satisfactory Course Progress are placed on Conditional Academic status in accordance with the College's Progress and Attendance Policy.

Evidence submitted in support of the appeal (eg. Medical certificates) must be in English.

**5.6. The Appeals Committee**

The Appeals Committee shall be consist of at least three members of the following:

- Pro Vice-Chancellor or nominee
- Director Academic Services or nominee
- Full-time Academic Staff Member

The Committee will review appeals within 10 working days of receipt of a written appeal and will inform the complainant of the outcome of this decision in writing. The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee.

**6. Administrative procedures**

- 6.1. Records of all complaints and appeals will be kept for a period of five (5) years. These records will be strictly confidential and filed separately from student files. These records will be under the responsibility of Director of Academic Services, (Termination and Conditional Status); Quality Assurance Executive (Non-Academic).
- 6.2. Curtin Singapore 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 appeals process.
- 6.3. Any recommendations for process improvement or policy change arising out of any stage of the complaints and appeals process will be forwarded to the Curtin College Senior Management Group for recording and consideration.
- 6.4. Recommendations arising from any external review of the Complaints and Appeals Policy or procedures should be implemented within 90 days of notification.

**7. Policy Dissemination and Staff Training**

7.1.1. This policy and related procedures will be communicated to:

- Academic staff through staff induction pack
- Students verbally during Orientation Day, in writing in the Student Handbook and published on the Curtin Singapore website <http://www.curtin.edu.sg>
- New staff will receive policy information during the induction process.

7.1.2. The Director of Academic Services or equivalent is responsible for the training of staff in the application of the policy and for verbally advising and explaining the policy to students.

**8. Appendices**

- 8.1. Application for a Formal Appeal against Termination and Progress
- 8.2. Application for a Formal Appeal against a Result