Complaints and Appeals Policy and Procedure

POLICY

Capital Training Institute Pty Ltd (CTI) realises that there will be occasions when prospective students and enrolled students may wish to issue a complaint/appeal in regards to both academic and/or non-academic aspects of their involvement through the training experience.

While CTI would hope that in most cases these could be resolved informally with the respective regional team, CTI will try to deal speedily and effectively with any that remain unresolved.

PROCEDURE

Any complaints/appeal not resolved via informal discussions is to be raised formally by the student via submission of a Student Corrective Action Form (Q80201). The student must only complete Section 1 of the Student Corrective Action Form (Q80201). The Student Corrective Action Form (Q80201) is to be submitted to the State/Territory Manager via the relevant State Office.

The student has the right to request action on any complaint/appeal either through the informal process with the regional State/Territory Manager or to be entitled to move immediately to the formal process covered within this policy. Administration of the complaint/appeal by CTI staff will be conducted in accordance with Q1216.

Contact details of State Offices below for students to request and submit a Student Corrective Action Form (Q80201):

NSW

Fax Number: (02) 9316 3550
Email: nswenquiries@ctiaustralia.edu.au

ACT

Fax Number: (02) 6247 2915
Email: actenquiries@ctiaustralia.edu.au

QLD

Fax Number: (07) 3256 5050
Email: qldenquiries@ctiaustralia.edu.au

VIC

Fax Number: (03) 9487 9650
Email: vicenquiries@ctiaustralia.edu.au

The Student Corrective Action Form (Q80201) (with Section 2 completed) will be returned to the student via return fax or email within 5 working days of the student submission following review of the grievance by the State/Territory Manager and Training Manager, with results of findings.
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If the matter is not resolved to the satisfaction of the student, or within five working days from submission of the Student Corrective Action Form, the student may choose to raise the matter with CTI’s CEO. The student must complete Section 3 of the Student Corrective Action Form (Q80201) attention to the CEO within 28 days of receipt of any original decision via the following contact details:

Fax: (02) 6247 2915 and/or
Email: AUSenquiries@ctiaustralia.edu.au

CTI’s CEO has been nominated by CTI as the final internal review officer acting as an independent and impartial senior officer of the organisation.

The Student Corrective Action Form (Q80201) will be returned to the student via return fax or email (with Section 4 completed) within 5 working days of the student submission including the findings of the CEO review. If CTI considers more than 60 days are required to process and finalise the complaint or appeal, CTI will inform the complainant or appellant in writing, including reasons why more than 60 days and required and regularly update the complainant or appellant on the progress of the matter.

If the matter is not resolved to the satisfaction of the student, in accordance with this policy from submission of the Student Corrective Action Form, students have the right to complain to the Australian Skills Quality Council (ASQA) or the Administrative Appeals Tribunal (AAT). Their contact details are below:

Australian Skills Quality Council (ASQA)
Website: www.asqa.gov.au
Phone Number: 1300 701 801

Administrative Appeals Tribunal (AAT)
A student’s nearest registry and the costs involved in the appeal process through the AAT can be found at: http://www.aat.gov.au

If a student wishes to make an appeal to the AAT then they must be aware that the department will be the other party in the case and all relevant documents will be forwarded from CTI to the department.