



Making a complaint

CIT takes all complaints seriously and every effort will be made to resolve your issues in a fair and timely way.

Who can make a complaint?

- Complaints can be made by students or those seeking to enrol at CIT, staff or community members.

Have you tried to resolve your issue or concern informally?

- If you have an issue or concern you should discuss it informally with the relevant person in the first instance. If still unresolved, you should discuss the matter with the person's manager or supervisor. You may choose to put it in writing but it is not essential that you do so at this point.
- Most issues can be resolved without the need to draw on formal complaint procedures. It is expected that informal resolution of any issue is attempted before other more formal action is taken.
- If the issue of concern cannot be resolved informally, or at any time, you may request that your complaint is dealt with as a formal complaint.

How do you make a formal complaint?

- You should submit your formal complaint in writing to the relevant Centre Director using the Complaint Form on the CIT website.
- Alternatively, you may send your complaint to the Office of the Executive Director, Corporate Governance and Organisational Capability who will forward it to the relevant area within the Institute for action..
- Contact Counselling on 6207 3290 or CITSA on 6207 3306 if you require assistance or support.
- There is no cost for submitting a complaint.

What happens when you make a formal complaint?

Step 1: Resolution or decision by the Centre Director

- The Centre Director will assess your complaint and decide whether to use the Negotiation procedure, if the complaint is about a person, or the Systems Review procedure if your complaint is about a service, procedure or system.
- The Centre Director will acknowledge your complaint within 5 working days and advise you of the procedure to be used to handle the complaint. If your complaint is outside the scope of the policy you will be advised about how it will be dealt with.
- You may choose to access support (such as a CITSA staff member or CIT Counsellor or family member) to assist in resolving any matter.
- You have the right to be accompanied by a support person to any meeting or interview as part of a negotiation. Their role is to assist you to prepare and present your case, to clarify points and ensure that the records are an accurate and fair reflection of the meeting, as well as monitoring your wellbeing.
- You will receive written confirmation of the outcome of your complaint within 7 weeks of receipt unless you are advised of the reason why a longer period of time is required.

Step 2: Review by the Chief Executive

- If you consider the procedures have not been correctly followed or the decision or outcome is unreasonable you can request a review by the Chief Executive.

- Any determination by the Chief Executive will be final, apart from the right to external review.

Step 3: External Review

If you are not satisfied with the decision of the Chief Executive you can request an external review by an appropriate agency such as:

The ACT Fair Work Ombudsman
 PO Box 442
 CANBERRA ACT 2601
 Phone: 131394

The ACT Human Rights Commission
 PO Box 158
 CANBERRA ACT 2601
 Phone: 6205 2222

CIT will seek to achieve a resolution for you by using the CIT Complaints procedure.

CIT is committed to improving practices or systems, where appropriate, as an outcome of a complaint.

Additional Information

Note that CIT's complaints process does not include Public Interest Disclosure (PID's) or Freedom of Information (FOI's) as these are covered under a separate process. Details are held on CIT's website.

Rights

- All CIT students, CIT staff and community members have the right to make a complaint. Students and those seeking to enrol have a right to make a complaint regardless of the location of campus where they study, their place of residence or their study mode.
- All parties are entitled to fair and consistent treatment, and timely resolution of formal complaints in accordance with the principles of natural justice.
- The complainant has the right to withdraw the complaint at any time.
- All parties have the right to be supported and accompanied by a person to any meeting as part of the formal complaint resolution process. The person may be a family member, friend, counselor or other support person e.g. from the CIT Student Association in the case of students or from the union in the case of staff.

Complainant's Responsibilities

Complainants are to:

- Clearly identify your allegations (e.g. claims of an alleged wrongdoing);
- Substantiate, e.g. provide supporting statements and/or evidence, of your allegations as an attachment;
- Inform the officer handling your complaint of any change to the nature of the complaint as soon as possible, should this occur.

CIT Responsibilities

CIT will:

- Ensure that parties are not threatened, victimised or discriminated against at any stage of the process and that there is no fear of reprisal;
- Ensure your enrolment will not be jeopardized if you choose to access CIT's Complaints process.
- Deal with your complaint professionally, efficiently and impartially;
- Maintain confidentiality throughout the process;
- Provide clear reasons for decisions reached in all reporting to the complainant;
- As part of final reporting, advise any changes to work practices as the result of the outcome of a complaint, as required.

