

CIT Animal Complaints Procedure

Associated Policy

These procedures are to be read in conjunction with the CIT Animal Policy.

1. In the first instance, complaints will be handled and attempted to be resolved within the Science department by the Head of Department (HoD). The HoD can be contacted directly by emailing CITscience@cit.edu.au, with attention to "Head of Department". Upon receipt of the complaint, the HoD will notify the complainant, outlining the process for resolving the issue.
 - a) A TRIM file created. Anonymous complaints are also to be logged. All records pertaining to the complaint are to be held electronically via TRIM file. Written records of meetings held, including interviewees and who was present together with resolutions and actions are to be held for all complaints, including emails, and file notes of any phone calls.
 - b) Prior to any meeting, the complainant is to be advised they can invite a support person of their choice to the meeting.
 - c) Priority will be given to complaints that relate to any activity that has the potential to adversely affect animal wellbeing. CIT will cease activities immediately if it is established activities are being conducted in such a manner. (the Code, 5.2 (i))
2. The HoD is to schedule a meeting with the complainant from receipt of the complaint, subject to availability of all parties. This meeting can be held either face-to-face, or via Teams/Webex.
3. At the meeting, the complainant is to be advised of the role and responsibilities of all relevant parties, including the AEC's contribution (if required). This process will ensure and confirm the allegations, any witnesses and/or supporting evidence.
4. A summary of the initial meeting should be provided to all parties and confirmed as an accurate summary.
5. If the issue cannot be resolved within the Department, The HoD is to notify the AEC of the allegations. This should be done sensitively and at an appropriate time, preferably in a meeting where a summary of the allegations is provided to all members. In this meeting the AEC will review the allegations and address the complaint in accordance with the Code and/or Animal Welfare Act.
6. If complaints relate to AEC processes, the HoD will seek a person or agency external of the AEC for review of the process.

7. The HoD is to provide the Director of Health, Community and Science with an executive summary which includes a. the allegations based on the information provided by the complainant; b. a summary of the Department and AEC's response to each allegation; an analysis of the assessment of the evidence against all allegations and whether the allegations were sustained or not and the reasons why; and any recommendations.
8. The Director will review and discuss the report with the HoD and may amend the draft recommendations at their discretion.
9. The Director is to schedule a meeting with the complainant to review executive summary and try to finalise complaint.
10. The Director is to provide written notification to the complainant and the AEC when the complaint has been finalised.
11. If resolution of the complaint is not possible, the complainant will be referred to the Chief Executive Officer to decide. Any determination by the Chief Executive Officer is final, apart from the complainant's right to independently seek an external review.

Complaints may also appeal to the Australian Capital Territory Ombudsman and / or Australian Capital Territory courts should the complaint not be resolved.

Contact Details

Correspondence should be addressed to:
The Chief Executive Officer
Canberra Institute of Technology
GPO Box 826
Canberra ACT 2601
Email: CITOfficeoftheChiefExecutive@cit.edu.au

External Review

If a party is not satisfied with the decision of the internal review, the party can apply for an external review of the complaint by an agency, appropriate for that purpose.
External Review Agencies include:

The ACT Ombudsman

Contact details are:
Street Address: Level 5, Childers Square, 14 Childers Street, Canberra City
Complaints Ph: 1300 362 072
Fax: (02) 6276 0123
Postal Address: GPO Box 442 Canberra ACT 2601
Email: ombudsman@ombudsman.gov.au
Web: <http://www.ombudsman.act.gov.au>
(A Complaint form is available on the website)

ACT Human Rights Commission

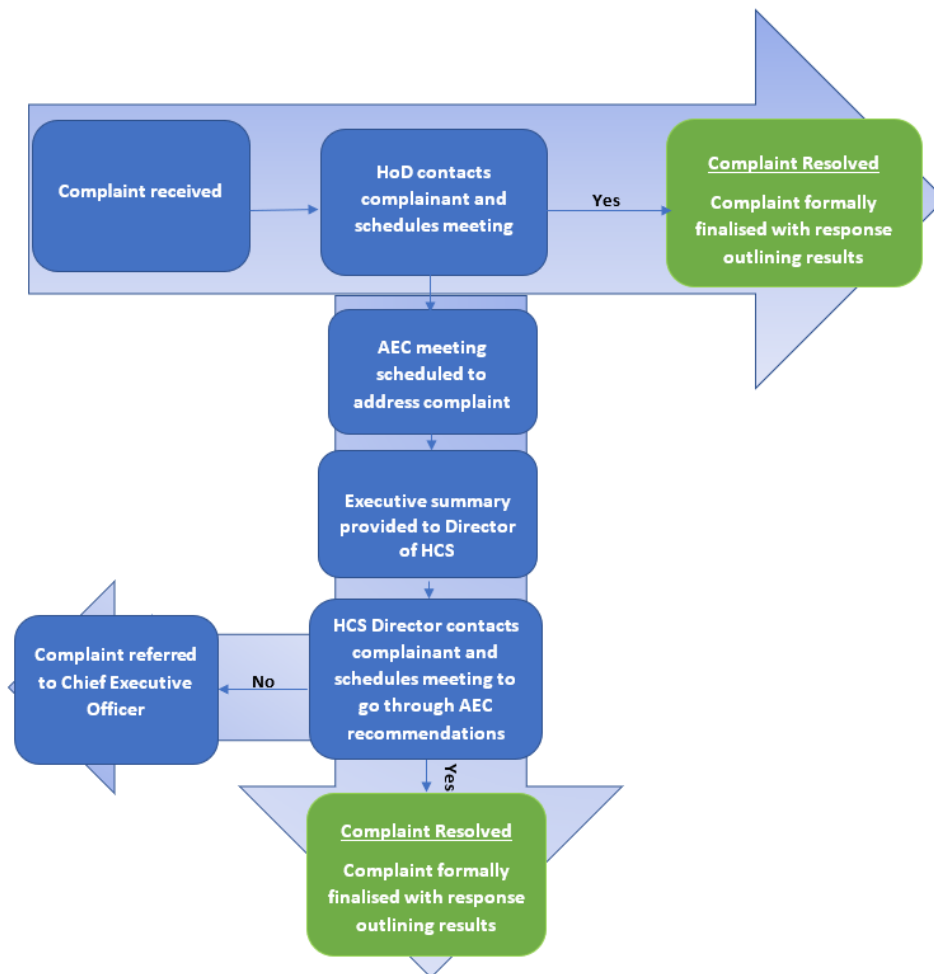
Owner: Executive Branch Manager Audit, Risk and Corporate Services Approval Date: 21/3/2024
Next Review Due Date: 21/3/2024
TRIM Number: CIT2023/1453
Category: Corporate
Approval for Open Access - yes

Street Address: Level 4, 12 Moore St. Canberra 2601
 Ph: (02) 6205 2222
 Fax: (02) 6207 1034
 Postal address: GPO Box 158 Canberra ACT 2601
 Email: human.rights@act.gov.au
 Web: http://www.hrc.act.gov.au
 (A Complaint form is available on the website)
 The ACT Civil and Administrative Tribunal (ACAT)
 GPO Box 370
 CANBERRA ACT 2601
 Phone: 6207 1740

Typical outcomes for complaints could include implementation of specific actions to address the concerns, provide explanation or clarification relating to the concerns raised but advise that no further action is warranted, and or CIT to take appropriate action because of the concerns raised. Regardless of the outcome, a formal written response outlining the results will be provided to the complainant.

Timeframe for management of the complaint.

CIT is committed to providing a timely resolution to all complaints. The processing time for a complaint should be within fourteen days from the date of receipt, considering the complexity of the complaint.



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