

# RMIT Training Student Complaints Resolution Procedure

Details the rules for student and student-related complaint resolution at RMIT Training.

<b>Category</b>	Academic
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## Context

This procedure describes how current, former and prospective students can provide feedback or seek resolution of complaints relating to aspects of their experience or engagement with RMIT Training. The purpose of this procedure is to ensure a consistent, coordinated and supportive approach to timely and fair resolution of student and student-related complaints.

## Authority

Student and Student-Related Complaints Policy

## Scope

This procedure applies to complaints raised by current, former and prospective RMIT English Worldwide (REW) students of RMIT Training that relates to their dealings with:

- RMIT English Worldwide
- RMIT Training
- RMIT Training's employees or students
- any related third party RMIT Training has an arrangement with to deliver the student's course or related services.

Students studying RMIT Foundation Studies at RMIT Training can also provide feedback or raise concerns directly with RMIT Training under this Procedure in addition to the RMIT Student and Student-Related Complaints Procedure.

This procedure does not apply to:

- complaints raised by candidates enrolled in a CELTA course with RMIT Training. The candidate should refer to their CELTA offer terms and conditions and Cambridge English Assessment policies for the relevant complaints resolution procedures.
- complaints related to dealings with education agents representing RMIT, admission and/or future enrolment which are covered by the RMIT Student and Student-related Complaints Procedure.

## Details

1. General provisions
  - 1.1. RMIT Training supports students who have feedback, enquiries, concerns and complaints and acknowledges the value of this feedback for continuous improvement of the student experience.
  - 1.2. All parties to a complaint:
    - a) are expected to act in good faith, maintain a fundamental respect for each other and focus on satisfactory and timely resolution
    - b) will not be unfairly disadvantaged or face discrimination as a result of engaging with the complaints procedure.
  - 1.3. All complaints are considered on their merits, on the basis of evidence relevant to the complaint and any mitigating circumstances and are managed in accordance with principles of procedural fairness.
  - 1.4. RMIT Training's preferred approach to the resolution of complaints is, wherever possible, informal and without conflict, and seeks outcomes that are fair and reasonable to all parties.
  - 1.5. RMIT Training supports the welfare of students who are a party to a complaint. Student wellbeing services are available should the student wish to access them.
  - 1.6. Complaints that allege:
    - a) employee misconduct will be assessed and may be used by RMIT Training to initiate employee disciplinary proceedings
    - b) student misconduct will be assessed and may be used by RMIT Training to initiate student misconduct proceedings.
  - 1.7. Some complaints may allege misconduct by an employee or student of a type that RMIT Training is required to report to external authorities such as the police or other government agencies.
  - 1.8. Employees or students may also notify external agencies about conduct that they have reported to RMIT Training. In these circumstances, RMIT Training will maintain its commitment to resolve allegations of misconduct and, where appropriate, initiate the relevant conduct process without compromising or undermining investigations by government and enforcement agencies such as the police.
  - 1.9. RMIT Training works with the RMIT Integrity team and shares information to support compliance and continuous improvement of complaints resolution.
2. Feedback, enquiries and concerns (Step 1)
  - 2.1. If a student wishes to provide feedback or has an enquiry or a concern, they may talk to, or write a simple email to:

- a) their class teacher or
  - b) a member of the Student Services team.
- 2.2. Employees of RMIT Training are expected to work with the student to find a timely resolution that is satisfactory to all parties. Class teachers are expected to seek advice from their Academic Co-ordinators.
- 2.3. Feedback, enquiries and concerns can be progressed to a formal complaint for further investigation where:
- a) the student is dissatisfied with the response
  - b) staff deem the matter to be complex, high risk or unable to be resolved at their level.
3. Formal Complaint (Step 2)
- 3.1. If a student concern cannot be resolved in Step 1, the student may make a formal complaint in writing.
- a) **Foundation Studies students** must submit their complaint to ARG Complaints via the RMIT Connect portal and follow the RMIT University Student and Student-Related Complaints Procedure from this point.
  - b) **RMIT English Worldwide students** must submit their complaint using the RMIT Training Student Complaint Form and follow this procedure from this point.
- 3.2. The form must be submitted in person at Student Services reception or emailed to: [rewstudent.services@rmit.edu.au](mailto:rewstudent.services@rmit.edu.au).
- 3.3. Complaints relating to learning and teaching, or program quality will be referred to the Deputy Director, REW Melbourne, for investigation and resolution.
- 3.4. Complaints relating to an alleged breach of the staff Code of Conduct by an educator will be referred to the Deputy Director, REW Melbourne, for investigation and resolution and supported by an HR representative nominated by the Director, People and Engagement.
- 3.5. Complaints relating to an alleged breach of the staff Code of Conduct by another employee will be referred for investigation and resolution by the Executive Director, Commercial and Operations.
- 3.6. Complaints relating to a Student Services matter will be referred for investigation and resolution to the Student Services Administrator – Operations.
- 3.7. The responsible manager (or their delegate/s) will commence assessment of the complaint within 10 working days and may make an appointment to discuss the matter with the student.
- 3.8. The student may bring a support person to any meeting and will be made aware of this option when invited to attend the meeting.
- 3.9. The responsible manager (or their delegate/s) will notify the student as soon as practicable in writing via their student email (or nominated email for prospective or former students) of the details of the complaint resolution including the decision made, and reasons for the decision. Included in the email will be information on how to access the internal review process if the student is dissatisfied with the outcome.

4. Internal Review (Step 3)

- 4.1. If a student is not satisfied with the outcome of the formal complaint in Step 2, the student can, within 20 working days, request a review of the outcome by the relevant Director or Executive Director on any of the following grounds:
  - a) there was evidence that RMIT Training did not follow this procedure correctly
  - b) there is new, relevant evidence that was not available when the written complaint was made
  - c) no reasonable decision maker would have made the decision (for example, the responsible manager failed to consider significant factors during the process).
- 4.2. The request for review is made by submitting a completed RMIT Training Student Complaint Internal Review form in person at Student Services reception or emailed to: [rewstudent.services@rmit.edu.au](mailto:rewstudent.services@rmit.edu.au)
- 4.3. The relevant Director or Executive Director will consider the review request within 10 working days of receipt and may request to meet and discuss this matter with the student.
- 4.4. The student may bring a support person to any meeting and will be made aware of this option when invited to attend the meeting.
- 4.5. The relevant Director or Executive Director (or their delegate) will notify the student as soon as practicable in writing via their student email (or nominated email for prospective or former students) of the decision on the review. Included in the email will be information on how to access the external review process if the student is dissatisfied with the decision.

5. External Review (Step 4)

- 5.1. If a student is not satisfied with the decision of the internal review in Step 3, or believes that RMIT Training has not responded within a reasonable timeframe:
  - a) Student visa holders may submit an external complaint to the [Overseas Student Ombudsman](#).
  - b) Non-student visa holders may contact the [Victorian Ombudsman](#) for an external review of their complaint:

The Ombudsman will try to determine whether a student has been treated reasonably and may recommend remedial action if that is appropriate. The process is available at minimal or no cost to the student.

6. Other information

- 6.1. A student's current enrolment is maintained while a complaint or review process is conducted. This means that a student can and is encouraged to continue to attend classes and arrangements may be made to ensure that a student is not disadvantaged in any way by undertaking this process.
- 6.2. A written record is kept on a student's file of any complaint, notes of meetings held, statement of outcome and reasons for the outcome. This record is confidential and handled in accordance with RMIT's Privacy Policy.
- 6.3. Students who have issues regarding admission to the University and University courses should access the relevant RMIT University policies on the RMIT website. Enter 'complaints' in the search box in the Current Students page.

## Resources

- RMIT Training Student Complaint Form
- RMIT Training Student Complaint Internal Review Form
- RMIT Training Student Complaint Resolution – Work Instructions

## Document history

Version	Approval date	Effective date	Summary of changes	Approval authority
1.0	27/08/2020	14/09/2020	New Procedure	CEO RMIT Training

## See also

- [Student and Student-Related Complaints Policy](#)
- [Student and Student-Related Complaints Procedure](#)