

PATHWAYS STUDENT COMPLAINTS RESOLUTION PROCESS

Purpose

This process aims to ensure a consistent, coordinated and supportive approach that prioritises fair and reasonable complaint resolution for students enrolled with RMIT Training.

Scope

Complaints raised by a student currently enrolled in an RMIT Pathways (ie RMIT English Worldwide or Foundation Studies) course that relate to their dealings with:

- RMIT Training
- RMIT Training's employees or students
- education agents representing RMIT Training
- any related party RMIT Training has an arrangement with to deliver the student's course or related services.

This process does not deal with complaints raised by a candidate 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 process.

To clarify, appeals on the decisions made by RMIT Training on the following matters are not in the scope of this process, as they are handled by the relevant processes:

- attendance
- leave of absence
- extension to study time
- payment of fees
- transfer to another provider
- assessment outcome.

Provisions

Principles

1. RMIT Training will seek to resolve a student's complaint by applying the principles set out in this section if the student follows the steps outlined in this process.
2. RMIT Training supports students who have concerns and complaints and acknowledges the value of this feedback for continuous improvement of the student experience.
3. All parties to a complaint:
 - 3.1 are expected to act in good faith, maintain a fundamental respect for each other and focus on satisfactory and timely resolution.
 - 3.2 will not be unfairly disadvantaged or face discrimination as a result of engaging with the complaints process.
4. RMIT Training is committed to resolving complaints quickly, effectively, sensitively and fairly within the resources available.
5. All complaints are considered on their merits, on the basis of evidence relevant to the complaint and any mitigating circumstances and managed in accordance with principles of procedural fairness.
6. RMIT Training's preferred approach to the resolution of complaints is, wherever possible, informal, without conflict and seeks outcomes that are fair and reasonable to all parties.
7. RMIT Training supports the welfare of its students who are a party to a complaint: student wellbeing services are available should the student wish to access them.
8. Complaints that allege:

- 8.1 employee misconduct will be assessed and may be used by RMIT Training to initiate employee disciplinary proceedings;
 - 8.2 student misconduct will be assessed and may be used by RMIT Training to initiate student conduct proceedings.
9. 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 agency; employees or students may also notify external agencies of conduct of which they have complained to RMIT Training. Under these circumstances, RMIT Training will maintain its commitment to resolve allegations of misconduct and, where appropriate, initiate the relevant conduct process. RMIT Training will, in any event, avoid by its own investigations compromising or undermining investigations by government agencies such as the police.

Step 1 – Concerns

10. If a student has a concern, they may talk to, or write a simple email to:
 - 10.1 their class teacher or CELTA trainer; or
 - 10.2 a member of the Student Services team, about their concern.
11. Employees are expected to work with the student to find a timely resolution that is satisfactory to all parties. Class teachers should seek advice from their team leaders.

Step 2 – Formal Complaint

12. If a student concern cannot be resolved in Step 1, the student may make a formal complaint in writing using the RMIT Training Student Complaint Form.
13. The form must be submitted through either Student Services reception or email to:
 - Foundation Studies Students: foundationstudies@rmit.edu.au
 - RMIT English Worldwide or CELTA Students: rewstudent.services@rmit.edu.au
14. The complaint will be referred for investigation and resolution by the following responsible managers:
 - 14.1 for complaints relating to:
 - 14.1.1 learning and teaching or program quality, and
 - 14.1.2 alleged breach of the Code of Conduct by an employee:
 - for Foundation Studies, to the Deputy Director, Foundation Studies
 - for RMIT English Worldwide or CELTA, to the Deputy Director, REW Melbourne.
The HR Business Partner nominated by the Director, Human Resources will support the Deputy Director for complaints under provision 14.1.2.
 - 14.2 for complaints relating to a student services matter, to the Student Services Manager.
15. The responsible manager or their delegate(s) may make an appointment to discuss the matter with the student within 10 days of receiving the complaint.
The student may bring a support person to any meeting and will be made aware of this.
16. The responsible manager or their delegate(s) will notify the student as soon as practicable in writing via their student email of the details of the complaint resolution including the decision made, and reasons for the decision.

Step 3 - Internal Review

17. If a student is not satisfied with the decision of formal complaint in Step 2, the student can request a review of the decision by the relevant Director on any of the following grounds:
 - there was evidence that RMIT Training did not follow this process properly;
 - there is new, relevant evidence that was not available when the written complaint was made; or
 - no reasonable decision maker would have made the decision (for example, the responsible manager failed to consider significant factors during the process)

To clarify, for complaints under provision 14.1.2, the relevant Director is the Director, Human Resources.
18. The request for review is made by submitting a completed RMIT Training Student Complaint Internal Review form through either Student Services reception or email to:
 - Foundation Studies Students: foundationstudies@rmit.edu.au

- RMIT English Worldwide Students: rewstudent.services@rmit.edu.au

19. The relevant Director will consider the review request and make a decision as soon as practicable. The relevant Director may request to meet and discuss this matter with the student. The student may bring a support person to any meeting and will be made aware of this.

Step 4 - External Review

20. 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:

20.1 For student visa holders, the student may submit an external complaint to the [Overseas Student Ombudsman](#).

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.

20.2 If the student is not a student visa holder, they may contact the following organisations for an external review of their complaint:

Tertiary Education Quality and Standards Agency
 T: 1300 739 585
 E: complaints@teqsa.gov.au
 W: www.teqsa.gov.au

Consumer Affairs Victoria
 T: 1300 558 181
 W: www.consumer.vic.gov.au

Australian Competition and Consumer Commission
 T: 1300 302 502
 W: www.accc.gov.au

Other information

21. 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.
22. 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.
23. Students who have issues regarding admission to the University and University courses should access the RMIT University policies on the RMIT website. Enter 'complaints' in the search box in the Current Students page.

Related documents

- RMIT Training Student Complaint Form
- RMIT Training Student Complaint Internal Review Form

Accountability

Development and improvement

Student Services Manager

Implementation

Director, Human Resources
 Director, Pathways
 Director, Pathways and Test Operations

Interpretation and advice

Student Services Manager

Approval authority

Chief Executive Officer

Effective date

1 January 2019

Review date

1 January 2022