

		<b>Ref No.</b>	<b>6 - 06</b>
		<b>Version No.</b>	<b>7</b>
		<b>Date Issued</b>	<b>10 June 2010</b>
<b>Title</b>	<b>COMPLAINTS</b>		
<b>Responsibility</b>	<b>Director</b>		

## 1. PURPOSE

To assist Telford staff to respond to formal complaints fairly, consistently and punctually.

To provide Students a process to deal with their concerns about any aspect of their overall learning experience.

## 2. APPLICATION

This policy and procedure applies to all Telford students, staff, visitors, contractors and members of the public who wish to lay a formal complaint about any Telford activity.

This policy does not apply to Telford staff members who wish to make a complaint about another Telford staff member. Such complaints are to be referred to their Line Manager For resolution in accordance with Polices regarding Staff Discipline and Staff Code of Conduct.

This policy and procedure applies to Telford students enrolled in programmes delivered by contracted providers.

## 3. DEFINITIONS

Nil.

## 4. STATUTORY OBLIGATIONS

Nil.

## 5. POLICY

- 5.1 Complainants are encouraged to raise any concerns with a Telford staff member or contracted provider in the first instance.
- 5.2 Contracted providers will clearly publicise the complaints procedure and ensure it is accessible to students.
- 5.3 Any person who wishes to make a formal complaint must do so in writing through the Personal Assistant to the Chief Executive Officer, or equivalent for the/a contracted provider.
- 5.4 Anonymous complaints will not be responded to via this policy and procedure.
- 5.5 The principles of natural justice, equity or due process will generally require that the complainant's identity be made known to the person or persons named in the complaint (where applicable), and the complainant must appreciate that this may happen at an early stage. In such a case, the complainant will be given notice of the intention of making his or her identity known, and at that time the complainant should be informed of other possible options, for example, Human Rights Commission, OSH, legal remedies etc, should he or she choose not to proceed.

- 5.6 All correspondence and outcomes of complaint investigation will be recorded, with such documents being held by the Personal Assistant to the Chief Executive Officer attached to the initial complaint.
- 5.7 The complainant may have a support person or persons present at any stage of the complaints procedure.
- 5.8 Complaints at Telford campus will be investigated and responded to by the appropriate member of the Senior Management Team. Academic matters will be directed to the Academic Director. Non-academic matters will be directed to the Director, Finance and Administration. Where complaints have been lodged by students enrolled with Telford through contracted provision, the contracted provider will investigate and effect a resolution using the complaints procedure as per the facilitation agreement.
- 5.9 Appeals relating to the outcomes of complaints – whether on-campus students or enrolled through contracted provision - will be forwarded to the Telford CEO for determination.
- 5.10 Contractors' responsibilities for managing complaints will be clearly documented within the programme facilitation agreement.

## **6. PROCEDURE**

### **Receipt of a formal complaint:**

- 6.1 For On-campus complainants
  - The recipient will record the date received on the actual written complaint and forward to the CEO's PA.
  - The CEO's PA will log the complaint on the Complaint Register and forward to the relevant Director for investigation.
  - The Director will consider the nature of the complaint, investigate and respond as appropriate.

### **6.2 For Contracted delivery complainants:**

- The contracted provider will inform the Academic Director of any formal complaints received from Telford students upon receipt of the complaint.
- The contracted provider will investigate the complaint as per the documented complaints procedure, and respond as appropriate. This will include consultation with Telford DFA or AD where deemed appropriate.
- Either the DFA or AD will, depending on the nature of the complaint - review, evaluate, and document the outcome, filing the documents with the PA to the CEO.

### **Discipline**

- 6.3 Any complaint investigation resulting in the need for disciplinary action will be referred to Policy 4-09 Staff Discipline or Policy 6-04 Student Discipline as applicable.

### **Appeals**

- 6.4 Complainants will be advised of the outcomes of the complaint investigation in writing. If the complainant remains dissatisfied following the outcome of the initial complaint investigation, he or she may appeal in writing to the Chief Executive Officer.
- 6.5 The Chief Executive Officer will investigate the nature of the appeal and advise the appellant in writing of the outcome. Complainants who are students will be advised of their right of appeal to the Tertiary Ombudsman, should he or she remain dissatisfied with the decision of the Chief Executive.

### **Summary Reporting**

- 6.6 Directors will report complaints to the relevant committee, including the status of investigation/s and/or corrector action on an on-going basis.
- 6.7 The Academic Director will prepare a report summarising the nature of complaints and status of any investigations and/or corrective action and forward to the Academic Board annually.

## 7. RECORD MANAGEMENT

Record	Responsibility	Filed	Retention Time
Complaint and associated documentation and register	CEO	PA to CEO	7 years
Complaint Summary Report to Academic Board.	CEO	PA to CEO	7 years

## 8. ASSOCIATED DOCUMENTS

Reference	Document Title
A6-06A	Complaint Form
A6-06B	Complaint Register

REVISION HISTORY			
Version	Description of Change	Author	Effective Date
1	Major revision.	External Consultant	April 2004
2	Minor corrections.	QMS Team	Nov 2004
3	Triennial review.	QMS Team	June 2006
4	Alignment of the QMS with actual practices at Telford in response to the ITP Quality Audit Report, April 2007. Minor editing to clause 5.2, 5.5, 5.7, 6.1 and 6.3, clause 6.2 deleted. Clause 6.7 and 6.8 added to version 4. Clause 8 added. Complete revision.	QMS Policy Review Committee	March 2008
5	Amended to provide a generic process for managing complaints ie not only for students.	QMS Policy Review Committee	16 May 2008
6	No changes	QMS Policy Review Committee	23 July 2009
7	Amended to include contracted delivery	QMS Policy Review Committee	10 June 2010