

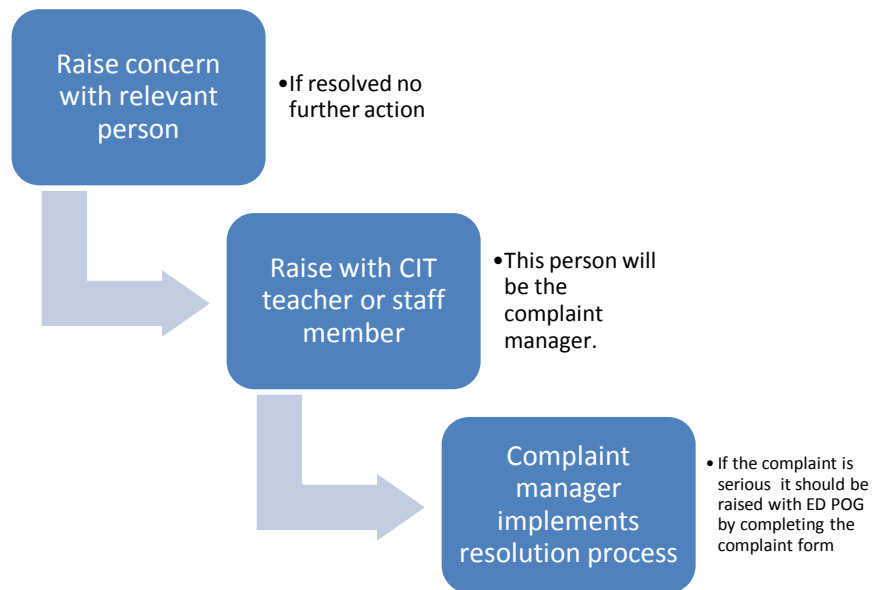
How to make a complaint at CIT

All CIT students and community members have the right to make a complaint, regarding anything they feel is unreasonable or unfair. If a student chooses to access the complaints process, the student's enrolment or academic progress will not be jeopardised. CIT will manage all complaints in accordance with the [CIT Complaints Policy and Procedures](#) which is summarised below.

Procedure Summary

1. When a student or community member has an issue or concern, he/she should endeavour to resolve it informally through discussion with the relevant person.
2. If the complaint is not resolved, a person can raise it with the relevant teacher or CIT staff member – the complaint manager.
3. The complaint manager should provide the complainant (the person who makes the complaint) and respondent (CIT or person(s) about whom the complaint is lodged) with the opportunity to express their complaint, clarify events, listen to and consider the other party's point of view. The complaint manager is to decide if any action is required as a result of the complaint.
4. The complainant and respondent will be informed when the complaint is finalised.
5. Serious concerns (those which involve a breach of CIT policy or legislation) should be raised with the Executive Director People and Organisational Governance by completing the CIT complaint form.
6. The Executive Director People and Organisational Governance will acknowledge the complaint in writing within five working days of receipt, identifying a complaint manager who will look into the matters raised.
7. The complaint manager will make recommendations to the Executive Director People and Organisational Governance on actions CIT should take in response to the complaint.
8. The Executive Director People and Organisational Governance will decide if any action is required as a result of the complaint and will provide written notification to all parties when the complaint has been finalised.
9. Typical outcomes for complaints could include:
 - resolution of differences or agreement on a compromise between the parties;
 - withdrawal of the complaint;
 - the complainant receiving a verbal or written apology;
 - one or both parties agreeing to participate in some form of counselling and/or mediation;
 - provision of an explanation and reasons for existing procedure system or service
 - inability to resolve difference and decision by CIT who may:
 - uphold the complaint and implement specific action to address the concerns;
 - dismiss the complaint and advise that no further action is warranted; and
 - determine that both parties are at fault and implement action to address the concerns.
10. If the complainant believes that the complaint procedures have not been correctly followed or the decision or outcome is unreasonable they may request an internal review by the CIT Chief Executive.
11. Any determination by the Chief Executive is final, apart from the complainant's right to independently seek an external review.

Flow chart



Flow chart – serious concerns (those which involve a breach of CIT policy or legislation)

