

## These Procedures support the *Complaints Policy*

**Procedures Owner:** General Manager / College Principal

**Keywords:** Complaints, Administration, Resolution, Quality, Service

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### 1. INTENT

- 1.1 These Procedures are to be used by ECU Sri Lanka campus Staff when resolving Complaints.
- 1.2 These Procedures support the [Complaints Policy](#).

### 2. ORGANISATIONAL SCOPE

- 2.1 These Procedures apply to all Staff who are the subject of a Complaint by a Student or member of the public where the Complaint relates to conduct of the person:
  - a) whilst performing their college-related duties; or
  - b) separate from their College-related duties, but where it is reasonably believed the conduct could seriously impact that person's ability to perform their College duties.

### 3. DEFINITIONS:

- 3.1 The *Glossary of Policy Terms* applies to these Procedures.

### 4. PROCEDURES CONTENT:

#### Informal Complaint

- 4.1 People will be encouraged to raise concerns with a Staff member in the ECC work area responsible for the action or decision of concern.
- 4.2 Staff must be open to hearing the concerns and actively work towards resolution, including gathering information and, where appropriate, from other Staff members.
- 4.3 Wherever possible, Complaints are to be resolved through an informal process, as expeditiously as possible.
- 4.4 It is the responding Staff member's responsibility to alert Managers about aspects of the College's Policies, Procedures or actions that need to be changed or updated in light of a Complaint.
- 4.5 Staff members will address Informal Complaints and communicate outcomes to the Complainant in writing, providing them with information on how to progress the Complaint to a Formal level.

#### Formal Complaint

- 4.6 Formal Complaints are to be lodged using the *Complaint Form* available on the ECUSL website.
- 4.7 Formal Complaints not submitted on the prescribed form will be evaluated by the Student and Academic Services Manager and actioned if possible:
  - a) being mindful of access and equity considerations; and

- b) provided sufficient information is available to allow for the Complaint to be documented and considered.

4.8 Formal Complaints will be evaluated to determine

- a) whether attempts to resolve the Complaint informally have been made; and
- b) whether the concern falls within the Complaints Policy.

### **Acknowledgement of Formal Complaints**

4.9 Formal Complaints will be acknowledged by the Student and Academic Services Manager within five (5) Calendar Days by:

- a) email, to promptly acknowledge receipt; and/or
- b) telephone, to listen to the Complainant's concerns.

4.10 When acknowledging Formal Complaints lodged by International Students, Student and Academic Services will provide information about their obligation to maintain their Enrolment while the resolution process is occurring.

4.11 The acknowledgement of a Formal Complaint will provide information regarding:

- a) a Complainant's right to bring a support person to any requested meetings with a College Staff member; and
- b) their responsibility to provide all relevant information they want considered by the investigator.

### **Formal Complaint Referral**

4.12 If there has been no apparent attempt to resolve the Complaint informally, the Complainant will be encouraged to do so.

4.13 If, after consultation with the Complainant, Student and Academic Services is of the view that it is unreasonable to ask the Complainant to engage in informal resolution, the Student and Academic Services team will refer the Complaint to the appropriate Staff member

4.14 If the concern relates to academic decision-making, the Student and Academic Services team will advise the Student of the relevant academic policy and the resolution process therein.

### **Investigation of a Formal Complaint**

4.15 Commensurate with the nature of a Formal Complaint, the relevant Senior Staff member will investigate by:

- a) communicating with the Complainant to ensure the concern is understood;
- b) undertaking enquiries to ascertain any additional information or advice;
- c) determining whether Formal conciliation between parties may be productive; and
- d) conducting the Formal Complaint management process in accordance with relevant principles of procedural fairness.

### **Formal Complaint Response**

4.16 A written response from the investigating Staff member will be provided to a Complainant by Student and Academic Services within thirty (30) Calendar Days of the lodgement of the

Formal Complaint and will include reasons for any decision made in relation to the Formal Complaint.

- 4.17 Where a Formal Student Complaint crosses a number of areas of responsibility within the College, the Quality and Compliance Manager will, in consultation with Staff members responsible for these areas, determine whether a compiled response may be issued .
- 4.18 Complainants will be advised of external avenues of Complaint.
- 4.19 Students will be advised that if they are not satisfied with the outcome of a Formal Complaint, they may submit an Appeal to the Student Appeals Committee, as outlined in the [Student Appeals Policy](#).

## Administration and Reporting

- 4.20 Formal Complaints will be recorded in a central database that will assist the College to analyse Complaints to identify opportunities to improve service, identify areas of risk and/or identify policy issues within the college. This record will include:
  - a) the Complainant's contact information;
  - b) a summary of the issues raised in the Complaint;
  - c) the subject of the Complaint;
  - d) the remedy/outcome sought;
  - e) the action (attempts to resolve/conciliate/determination or referral/dismissal) taken or proposed; and
  - f) the outcome.
- 4.21 De-identified reports on Student Complaints received will be provided to the Academic Council each Study Period and to the Board of Directors four times annually.

## 5. RELATED DOCUMENTS

- 5.1 These Procedures support the *Complaints Policy*.
- 5.2 Related to these Procedures are the *Student Appeals Policy* and the *Student Appeals Procedures*.
- 5.3 Academic Review mechanisms are provided for under academic Policies:
- Academic Integrity Policy*
  - Academic Progression Policy*
  - Admissions Policy*
  - [Assessment Policy](#)
  - [Credit and Recognition of Prior Learning \(RPL\) Policy](#)
  - Enrolment Policy*
- 5.4 Other Australian legislature documents used in the development of these Procedures include:
- [Australian Standard Customer Satisfaction – Guidelines for complaint handling in organizations \(AS ISO 10002-2006\)](#)
  - [TEQSA Act 2011](#)
  - [TEQSA Guidance Note: Grievance and Complaint Handling \(2019\)](#)
  - [Higher Education Provider Guidelines – Chapter 4](#)
  - [Higher Education Support Act 2003 – Subdivision 19-D](#)
  - [Higher Education Standards \(Threshold Standards\) 2015](#)

## 6. CONTACT INFORMATION:

For queries relating to this document please contact:

<b>PROCEDURES OWNER</b>	General Manager / College Principal
<b>ALL ENQUIRIES CONTACT:</b>	Quality and Compliance Manager
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## 7. APPROVAL HISTORY:

<b>PROCEDURES APPROVED BY:</b>	General Manager / College Principal
<b>DATE PROCEDURES FIRST APPROVED:</b>	March 2024
<b>DATE LAST MODIFIED:</b>	March 2024
<b>REVISION HISTORY:</b>	March 2024. Separate Procedures created for pathway programs as part of the adoption and localization of ECC procedures. Content updated to suit the local procedures, supporting the ECC policies.
<b>NEXT REVISION DUE:</b>	March 2026