1.40.2 Complaints Management

Policy number 1.40.2
Contact Officer: Manager, Corporate & Student Services
Approved by and date: College Management Group – 20 September 2012
Date for Next Review: 12 months from approval for Contact Officer to review policy
Related Policies/legislation: Student Grievance Resolution (Policy 3.30.2)
Staff Grievance Resolution (Policy 2.30.2)
Academic Appeals (Policy 4.20.2)

Overview

1. UQ College acknowledges that all staff, students, and members of the community have a right to complain and appeal a decision.

1.2 Subject to paragraph 3.1, this policy provides the framework under which UQ College will handle and respond to complaints.

Description

2. Policy

2.1 Definition of complaint

A complaint is an expression of dissatisfaction with a product or service offered or provided by UQ College, whether voiced by a member of the public, an employee or a student.

2.2. Principles

UQ College is committed to providing an effective complaints management system based on best practice. UQ College’s complaints management system is based on the following principles:

(a) UQ College supports the right of staff, students and the community to complain about UQ College services, decisions or conduct.

(b) It is UQ College’s policy that its staff, students and the community are aware of the complaints management system. Information about the complaints management system is publicly available on the UQ College website and other relevant publications.

(c) UQ College provides simple, flexible and accessible arrangements for staff, students and the community to lodge complaints.
(d) All UQ College staff are expected to communicate to other staff, students and the community how to access UQ College’s complaints processes.

(e) UQ College uses a straightforward and timely complaints process, which includes reasonable time frames for the management of complaints and regular communication with complainants about the management and progress of their complaints.

(f) UQ College acknowledges that complaints can be sensitive, complicated and take time to resolve. UQ College will ensure that complainants are kept informed about the complaints process, anticipated timeframes and any other factors likely to affect the progress of the complaint.

(g) UQ College will ensure that staff receiving, processing and/or responding to complaints are adequately trained in the application of this policy, relevant grievance or other specific policies and in complaints management.

(h) UQ College supports continued improvement in its administration and where there is a clear benefit, to either the College or the complainant, it will investigate issues not specifically raised in a complaint and provide meaningful feedback to relevant staff about the general nature and outcome of complaints.

(i) Decisions about complaints will be made as soon as possible following assessment or investigation of the complaint, and the decision will be communicated to the complainant as soon as practicable.

(k) UQ College will handle complaints fairly, and appropriately adhere to principles of natural justice and good governance. This includes the requirement for staff to clearly explain to the complainant the factors considered in making a decision and the reasons for the decision.

(l) UQ College will wherever possible protect personal information of the complainant in accordance with its Privacy Laws. However, there may be some instances where the disclosure of personal information is necessary to adhere to the principles of natural justice and good governance.

(m) Complainants have a right to seek an external review of a decision made by UQ College in relation to a complaint. This process will be explained at the time a decision is communicated to a complainant and the appropriate contact details for the external review agency will be provided.

3. Procedures

3.1 If the nature of a complaint is one of the following, please refer to the relevant policy and procedures:
   - Student Grievance Resolution Policy
   - Staff Grievance Resolution Policy
   - Academic Appeals Policy

3.2 If a complaint does not fall within the categories in paragraph 3.1 a complaint may be lodged with the Manager, Corporate & Student Services by writing to or telephoning:
   The Manager, Corporate & Student Services
   UQ College, Building 13
   University of QLD Ipswich Campus
   11 Salisbury Road
   Ipswich QLD 40
   Email: info@uqcollege.edu.au
   Telephone: +61 (7) 3381 1141

3.3 Complaints process
   - all complaints received by whatever means are recorded
   - complaints which are taken by telephone or verbally may need to be recorded by the staff member on an approved form to ensure the issues are noted
where insufficient evidence or information has been provided by the client it may be necessary for the Manager, Corporate & Student Services to make contact with the complainant to collect additional information
- all forms are submitted immediately to the Manager, Corporate & Student Services for review and action
- complaints will be acknowledged within 10 working days, and normally responded to within 28 days of receipt. Once received, the Manager, Corporate & Student Services may investigate the complaint personally, or may refer the complaint to another officer of UQ College. Complainants will be notified if their complaint is referred to another person for action
- matters pertaining to learning and assessment will be referred to the General Manager, Education & Training for action and written response normally within 28 days of receipt. The response will give reasons for the decision
- in all correspondence other referral points for complaints are given to the complainant.

4. Appeals process for appeals about services

- If an appeal is lodged (in writing) within 15 days of a decision, the Manager, Corporate & Student Services will direct the appeal to the CEO for investigation. The CEO may investigate the matter personally or may instigate an independent panel to review the matter
- the complainant will be notified in writing of the time and date when they will be offered the opportunity to meet with the CEO/panel (if they wish) and to bring a support person. The support person may not be a legal representative
- the complainant will be notified in writing of the CEO's/panel's decision
- in all correspondence other referral points for complaints are given to the complainant.

5. Records management

The Manager, Corporate & Student Services is responsible for updating and maintaining the Non-Academic Complaint, Grievance and Appeals Register, for complaints and appeals that relate to this policy.

Modification History

Original document prepared by:

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<tr>
<th>Document Owner(s)</th>
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Version Control History:

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