

Institute of Continuing and TESOL Education (ICTE)

# Policy and Procedure

<b>Reference:</b>	Student
<b>Title:</b>	Student Grievance Resolution Policy and Procedure
<b>Custodian:</b>	ICTE Director
<b>Reviewer:</b>	Senior Manager Operations and Services
<b>Date Approved:</b>	16 June 2020
<b>Review Date:</b>	14 May 2021
<b>Audience:</b>	All ICTE Staff All ICTE Students
<b>Associated Policies:</b>	Education Services for Overseas Students (ESOS) Act 2000 / National Code 2018 University of Queensland PPL 1.60.02 Privacy Management
<b>Version:</b>	2.2

## Purpose

ICTE is committed to providing an effective student complaints management system based on best practice. The policy and procedures reflect the expectations and responsibilities of both the University and its students when dealing with grievances or appeals.

The policy applies to all students enrolled in an ICTE program of study and to ICTE staff involved in managing or responding to student grievances or appeals to decisions made in accordance with the policy and procedure.

(NOTE: The ICTE Student Grievance Resolution Processes do not remove the right of a student visa holder to take action under Australia's Consumer Protection laws or to pursue other legal remedies.)

## Policy

The following principles guide the ICTE Student Grievance Resolution processes:

- the resolution of student grievances will be handled informally where possible and appropriate;
- student grievances will be addressed as close as possible to the source of dissatisfaction;
- grievances will be resolved efficiently, with due regard to legislative requirements and with due regard for confidentiality set out in the University's Privacy Management Policy (refer to the [cover page](#) for a link to the policy);
- a student will not be disadvantaged as a result of making a complaint;
- the student grievance process will promote the principles of procedural fairness and natural justice;
- grievance procedures and the support available to students will be widely publicised to facilitate access;
- a student's enrolment will be maintained while the complaint and appeals process is ongoing;
- a student attending a meeting in regard to their grievance may be accompanied by a support person who is not a legal representative;
- a student is entitled to appeal to the next most senior decision maker, providing they can either supply additional information or a reason why the original decision did not comply with the ICTE policies, rules or procedures. (It is not sufficient simply to disagree with the decision.);
- a student may choose to have their grievance reviewed by an external complaint handling process.

## Procedure

<b>1. ICTE Student Grievance Resolution Process .....</b>	<b>4</b>
<b>2. ICTE Student Grievance Resolution Process Flow Chart.....</b>	<b>5</b>
<b>3. IELTS / OET / PTE Test Candidate Grievance Resolution Process .....</b>	<b>6</b>
<b>Reference List.....</b>	<b>7</b>
<b>Document History.....</b>	<b>9</b>

# 1. ICTE Student Grievance Resolution Process

## Step 1: Informal resolution

Where appropriate, it is expected that a student will attempt to resolve the issue informally, in the first instance, Informal complaints or grievances can be made in person, by phone, or by writing an email or letter to the relevant staff member at ICTE (refer to the [Reference List](#) for contact details).

### Program of study

If you have a complaint or a grievance related to your studies, you should first contact the Academic Manager responsible for your program of study (refer to the [Reference List](#) for contact details).

### Administration

If you have a complaint or a grievance related to Student Administration, you should first contact ICTE Client Services (refer to the [Reference List](#) for contact details).

### Enrolment and Fees

If you have a complaint or a grievance related to enrolment or fees, you should first contact ICTE Admissions Services (refer to the [Reference List](#) for contact details).

### Homestay

If you have a complaint or a grievance related to Homestay, you should first contact ICTE Accommodation Services (refer to the [Reference List](#) for contact details).

## Step 2: Formal resolution

If the issue cannot be resolved informally with the relevant person in Step 1, a formal grievance must be submitted in writing by completing a Complaints and Appeals form which is available from ICTE Student Information or from the ICTE website (refer to the [Reference List](#) on page 7 for a link to the form). The form must be signed and dated and must have any relevant supporting documentation attached.

There is no cost associated with submitting a formal grievance or appeal. A student's enrolment will be maintained while the complaint and appeal process is ongoing. However, this does not entitle a student to enrol in a course for which they are not eligible.

## Step 3: Appeal

If your complaint or grievance remains unresolved after you have exhausted all the earlier steps, you may appeal to the ICTE Director by completing a Complaints and Appeals form which is available from ICTE Student Information or from the ICTE website (refer to the [Reference List](#) for a link to the form) within 20 business days of notification of the earlier decision. The form must be signed and dated and must have any relevant supporting documentation attached.

You will be expected to explain why the earlier decision was incorrect and provide documentation to support your claim. You may invite a support person of your choice to assist you during the procedure. If an interpreter is required, ICTE will source an appropriate person to assist.

You will receive a decision in writing which will include the reasons for the decision within 10 business days of receipt of your appeal by ICTE. ICTE will abide by any decision or corrective/preventative action required as an outcome of either an internal or external appeal.

## Step 4: Appeal to an independent external body

If, after completing the ICTE student grievance resolution process, you still remain dissatisfied with the outcome, the complaint/grievance can be raised with the appropriate external body.

i. ICTE courses

You have a further 10 business days in which you may take your complaint, at no cost to yourself, to an independent external body, for example, Queensland Ombudsman (refer to the [Reference List](#) for contact details).

ii. Certificate in Teaching English to Speakers of Other Languages (CELTA) or Teaching Knowledge Tests (TKT)

You may contact Cambridge Assessment English (refer to the [Reference List](#) for contact details) if you remain dissatisfied with the ICTE decision outcome.

**Note:** For Student Visa holders, it is a requirement of your Student Visa that at all times during the grievance process you maintain your enrolment and attend courses. Unless you have written approval from the Manager Student Administration to be absent from classes, you must attend all classes.

## 2. ICTE Student Grievance Resolution Process Flow Chart

The flow charts describe the steps within ICTE you should take to have a complaint or grievance dealt with, or to appeal a decision.

Concerns or complaints should initially be addressed to the officer/dept. listed first in the flow chart. However, in some cases that may not always be possible or appropriate, so the next officer in the flow chart should be approached.

It should be noted that where all steps in the flow chart have been exhausted, without reaching what you consider to be a satisfactory outcome, you may then take the matter to the Queensland Ombudsman. The Ombudsman would normally focus on issues of procedural compliance or fairness in the decision making process rather than matters concerning academic judgement.

The Ombudsman may decline to investigate a complaint if you have not first attempted to resolve the problem through the ICTE Student Grievance Resolution process.

The Ombudsman's Office may be contacted for specific advice regarding particular circumstances.

Refer to the [Reference List](#) for contact details.

## Complaints and grievances relating to:

### 1. ICTE Courses



### 2. Cambridge Teacher Training Courses



### 3. Enrolment and Fees



### 4. Student Services



### 5. Homestay



## 3. IELTS / OET / PTE Test Candidate Grievance Resolution Process

For complaints and grievances specific to IELTS/OET/Pearson Test results or Test day malpractice, the complaint/grievance can be directed to the Manager Test Services (refer to the [Reference List](#) for contact details).

## Reference List

### First point of contact for informal resolution (Step 1)

Item	Contact	Contact Details
General English, EAP, EIBC	Academic Manager, TESOL Regular Courses	<a href="mailto:c.nuttall@icte.uq.edu.au">c.nuttall@icte.uq.edu.au</a>
Bridging English	Academic Manager, Bridging English	<a href="mailto:p.forster@icte.uq.edu.au">p.forster@icte.uq.edu.au</a>
Teacher Training Programs	Academic Manager, Teacher Training Programs	<a href="mailto:p.coleman@icte.uq.edu.au">p.coleman@icte.uq.edu.au</a>
EAC and Customised TESOL Programs	Academic Manager, Customised Programs	<a href="mailto:s.gollagher@icte.uq.edu.au">s.gollagher@icte.uq.edu.au</a>
ICTE Exams and Assessment	Academic Manager, Assessment	<a href="mailto:s.walker@icte.uq.edu.au">s.walker@icte.uq.edu.au</a>
General	ICTE Client Services	<a href="mailto:support@icte.uq.edu.au">support@icte.uq.edu.au</a>
Fees and Refunds	ICTE Admissions Services	<a href="mailto:support@icte.uq.edu.au">support@icte.uq.edu.au</a>
Homestay	ICTE Accommodation Services	<a href="mailto:support@icte.uq.edu.au">support@icte.uq.edu.au</a>
IELTS/Pearson/OET tests	Manager Test Services	<a href="mailto:au105.administrator@icte.uq.edu.au">au105.administrator@icte.uq.edu.au</a>

### ICTE Complaint / Appeal Application form (Step 2)

**Contact Details** [icte.uq.edu.au/asset/complaints-appeals-and-grievances](https://icte.uq.edu.au/asset/complaints-appeals-and-grievances)

## Point of contact for formal resolution (Step 2)

Item	Contact	Contact Details
TESOL Courses and Teachers	TESOL Senior Academic Manager	<a href="mailto:i.mathieson@icte.uq.edu.au">i.mathieson@icte.uq.edu.au</a>
General	Senior Manager Operations and Services	<a href="mailto:n.marsh@icte.uq.edu.au">n.marsh@icte.uq.edu.au</a>
CELTA or TKT	Cambridge Assessment English	<a href="https://cambridgeenglish.org/help/complaints">cambridgeenglish.org/help/complaints</a>

## Point of contact for Internal Appeal (Step 3)

Item	Contact	Contact Details
All	ICTE Director	<a href="mailto:director@icte.uq.edu.au">director@icte.uq.edu.au</a>

## Point of contact for External Appeal (Step 4)

### Queensland Ombudsman

<b>Description</b>	Complaints or grievances if all steps with ICTE have been exhausted and student remains dissatisfied with the decision
<b>Contact Details</b>	Level 18, 53 Albert Street, Brisbane QLD 4000 +61 7 3005 7000 1800 068 908 (Toll free outside of Brisbane only) Complaint form: <a href="https://ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback">ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback</a>

## Document History

Version	Summary of changes	Author	Action date
1.0	Approved Complaints and Grievance Resolution Processes Policy and Procedure	Student Administration	12 April 2017
1.1	Amendments to template; updated title to Student Grievance Resolution Policy and Procedure	Neil Marsh	11 April 2018
2.0	Approved Student Grievance Resolution Process	Neil Marsh	15 May 2018
2.1	Updated	Neil Marsh	28 October 2019
2.2	Updated	Neil Marsh	12 June 2020