

The logo for CITC (Construction Industry Training Centre) features the letters 'CITC' in a bold, orange, sans-serif font.

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**RTO Code 067**

## **CITC 5.8 - Student Grievance Procedure**

Procedure for Student Grievances

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### **Informal Complaints/Grievances**

The process for managing informal grievances requires that the individuals named in the complaint discuss the problem together in an attempt to resolve the matter.

If the parties are unable to do this or there is dissatisfaction with the outcome, parties can pursue any of the following options:

#### **Options**

1. Students may make an informal (verbal) complaint regarding a grievance against a staff member, trainer or contractor who may attempt to resolve the matter if appropriate.
2. If this is unsuccessful or unsatisfactory, the complainant may contact a CITC Manager, a CITC Supervisor or the CITC's CEO who will document it in the relevant years *CITC 10.28 – Compliments and Complaints Register* and may attempt to resolve the matter if appropriate. They may also refer the issue to another Manager or Subject Advisor with the expertise to deal with the issue.
3. Resolution may take the form of:
  - Speaking with each party individually
  - Mediating a meeting with all parties present
  - Referring the matter to the appropriate authorities if applicable
  - Taking no action, except to discuss the matter with the parties and documenting the outcome
4. If complainants are not satisfied with the resolution of an informal complaint, they may lodge a formal – written complaint.
5. A complainant may withdraw the complaint/grievance at any stage without prejudice. However, in the event that a criminal offence may have been committed the police will be notified and the complaint will no longer be under the Construction Industry Training Centre's jurisdiction.

### **Formal Complaints/Grievances**

1. Students may make a formal complaint by forwarding a signed letter either by email or post to a CITC Manager, a CITC Supervisor or the CITC's CEO.
2. Acknowledgement will be given in writing within five working days of receipt of the complaint.
3. A confidential file will be opened and maintained until resolution of the grievance is finalised.
4. A formal investigation will commence within two weeks of the receipt of the complaint, with resolution expected to be delivered within a further two weeks.
5. A formal complaint may be withdrawn by the complainant at any stage without prejudice or the complainant can choose to have the matter resolved informally. However, in the event that a criminal offence may have been committed, the police will be notified and the complaint will no longer be under the Construction Industry Training Centre's jurisdiction.

#### **Options**

1. The complainant may have the matter mediated by a trained mediator, provided that all parties agree to mediation and participate in mediation on a voluntary basis.
2. Their chosen advocate may accompany the complainant to any meeting, interview or mediation throughout the course of the investigation without prejudice.
3. All parties may agree to have the matter formally investigated by an appropriately appointed CITC Officer. This may be the CEO, another Manager or Supervisor on behalf of the CEO.

4. All parties may obtain advice from organisations including legal advice, union advice, the Office of the Training Advocate, etc.
5. If the grievance has to do with situations that fall under relevant legislations, such as the Equal Opportunity 1984, it will be managed by the CITC under the relevant guidelines.
6. All parties are subject to the Privacy Act Regulations 2001 with a right to total confidentiality.
7. All parties are subject to all relevant legislation and regulations that the CITC operates under

### **Investigation**

When an Investigating Officer – usually the CEO, or another Manager or Supervisor on behalf of the CEO, investigates a formal complaint in the first instance, that officer will:

1. Establish the facts by interviewing the relevant parties.
2. Inform all parties that the CEO or the Other Manager or Supervisor on behalf of the CEO will sign off any recommendations for resolution.
3. Conduct the interviews privately and maintain confidentiality.
4. Caution all parties to maintain confidentiality.
5. Where necessary, consult with external organisations such as legal, human resources, government departments, etc.
6. Provide a written report making recommendations.
7. Inform all parties of the outcome of the investigation in writing, detailing the decision-making process, actions required if any and recommendations for resolution.
8. Inform all parties of their right to a final hearing before the recommendations are finalised.
9. Inform all parties of the appeals process.