

STUDENT GRIEVANCE, COMPLAINTS AND APPEALS POLICY

1.0 Purpose

This document sets out CG Spectrum Institute’s (CGSI) policy for responding to student grievances, complaints and appeals in accordance with the Higher Education Support Act 2003 (HESA), Higher Education Provider Guidelines 2021 (HEPG), the Higher Education Standards Framework (Threshold Standards) 2021 (HES Framework), the National Student Ombudsman (NSO) under Part IIF of the Ombudsman Act 1976 (Ombudsman Act) and TEQSA’s Statement of Regulatory Expectations: Student Grievance and Complaint Mechanisms (2025).

2.0 Scope

This policy applies to all prospective and current domestic and international higher education students of CG Spectrum Institute (CGSI) who have a grievance, wish to make a complaint, request a review or appeal a decision which falls within the control of CGSI, its staff, education agents or service providers, regardless of location or mode of study.

This policy also applies to former domestic and international higher education students of CGSI within the time period set out in the *Student Grievance, Complaints and Appeals Policy*.

This policy is aligned with the *Student Grievance, Complaints and Appeals Procedure* and the *Wellbeing and Safety in the Learning and Working Environment Policy and Procedure*.

3.0 Definitions

Term	Definition
Academic Grievance	<p>is a concern about an academic matter or process which a student brings to the attention of CGSI staff in any informal way. Examples of academic matters include, but are not limited to, concerns about:</p> <ul style="list-style-type: none"> ● academic progress decisions; ● applications for credit transfer or recognition of prior learning (RPL); ● curriculum, awards, and assessments; ● academic integrity; ● content, structure, or quality of the program; or ● authorship or intellectual property.

Appeal	means that a student is dissatisfied with a decision made by CGSI in response to a complaint. The student has ten (10) working days from the date of the written notification from CGSI in which to lodge an appeal to have the decision reviewed. This includes decisions relating to complaint outcomes, as well as admission, credit transfer and RPL, unsatisfactory academic progress, unsatisfactory attendance, misbehaviour, and/or suspension of enrolment and exclusion.
Complaint	means a grievance that has not been resolved informally (for example, by the affected parties discussing the matter) and the student's concern has been escalated requiring an official response.
Grievance	is a concern about a situation, a process, a person or group of people, a facility or a service provided by CGSI, which the student brings to the attention of CGSI's staff in an informal way.
Non-Academic Grievance	<p>is a concern about a non-scholastic matter, situation, or process; or a concern about the conduct of a person or group of people, which the student brings to the attention of CGSI staff in an informal way. Examples of non-academic matters include, but are not limited to, concerns about:</p> <ul style="list-style-type: none"> ● the provision of student support services; ● unsatisfactory attendance; ● the Code of Conduct; ● CGSI's facilities and amenities, including exclusion from facilities or events; ● application procedures; ● suspension or cancellation of enrolment for non-academic reasons; ● use of personal information; ● fees and other financial matters; ● perceived discrimination or unfairness; or ● bullying, sexual harassment, and other forms of harassment.
Student	for the purpose of this policy refers to a prospective, current, and former student of CGSI.
Unsafe Behaviour	<p>includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> ● Bullying; ● Discrimination; ● Harassment; ● Hazing; ● Sexual Assault; ● Sexual Harassment; ● Sexual Misconduct; ● Vilification; or ● Victimisation. <p>See Appendix 1 for common definitions of the above unsafe behaviours.</p>

4.0 Responsibilities

The **CEO** is responsible for the implementation of this policy.

The **Academic Director** is responsible for:

- ensuring that all CGSI academic staff are familiar with this procedure;
- ensuring that academic staff and students know who the Grievance Adviser is and how to contact them. This information will be provided as part of the orientation program, on the CGSI website and within subject outlines.
- managing case reviews, including establishing case review panels and appeal review panels;
- formally acknowledging receipt of formal complaints, usually by email; and
- keeping the parties informed of the progress and outcome of decisions regarding their complaints and appeals.

The **CGSI Student Appeals Committee** provides an appeal avenue for students in relation to complaints or disciplinary matters. It is composed of not less than 4 members which includes at least one independent member of Academic Board, one student, the Academic Director and the Grievance Advisor. It is responsible for determining student appeals and making recommendations to the Academic Board regarding the outcome of each student Appeal. It has been established to maintain full accountability, fairness and academic transparency. This Committee is available as part of the third stage of formal escalation of an academic grievance or appeal. It is responsible for:

- promoting, upholding and ensuring the principles of confidentiality and procedural fairness are applied to each matter referred to the Student Appeals Committee;
- convening, considering and determining student appeals as referred under the Student Grievance, Complaints and Appeals Policy and Procedure; and
- making recommendations to the Academic Board regarding the outcome of each student Appeal, and
- for improving policies and procedures related to complaints, disciplinary matters and general operations that impact student welfare.

The **Academic Board** is responsible for the final decision associated with any student appeal.

The **Grievance Advisor** is an appropriately qualified, trained and nominated member of staff (other than the Academic Director) whose role it is to provide advice to a student about the process for resolving a grievance or complaint. This role will usually be undertaken by the Dean Learning and Teaching. They are responsible for:

- providing advice to students about the processes for resolving a grievance or complaint;
- receiving grievances and formal complaints and responding and/or initiating further action if required, e.g. informing the Chair of the Student Appeals Committee; and
- assisting students regarding the contact details of organisations for external appeals.

All **staff** have a responsibility to advise students who have a grievance or are dissatisfied with a decision made by CGSI of their right to lodge a complaint or appeal. All staff must be familiar with and understand the terms of this policy and the *Student Grievance Complaints and Appeals Procedure* (which shall be a key component of induction and ongoing training).

5.0 Policy

1. It is CGSI's policy that:
 - complaints concerning the behaviour of students or staff are assessed against policies that outline relevant matters such as academic and non-academic misconduct, rights of academic freedom and freedom of speech, and wellbeing and safety;
 - students are entitled to express their concerns about a situation, a process, a decision, conduct of an individual person or class of people, a facility or a service provided by CGSI;
 - students have access to effective systems for handling any grievances and complaints that might arise prior to or during the course of their studies as one way of ensuring the highest possible academic and service standards;
 - complaints-handling and appeals processes for formal complaints will be impartial and shall draw on independent and informed advice;
 - confidentiality will be strictly observed by all participants at all stages of the complaints and appeals process; and
 - records of all complaints and appeals will be kept in CGSI's formal record keeping system for not less than 5 years and will remain confidential.
2. If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, CGSI will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the student of that action in writing.
3. **(Grievance)**: Wherever possible, CGSI encourages students to resolve issues informally, with the staff member or person concerned. In cases where informal resolution is not possible or is not achieved, a formal complaint process may be commenced.
4. **(Complaint)**: A student may lodge a formal complaint and CGSI will commence assessment of the complaint within ten (10) working days of it being received.
5. **(Appeal)**: A student has ten (10) working days, from the date of the decision to lodge an appeal and CGSI will commence assessment of that appeal within the (10) working days of it being received.
6. The student will receive acknowledgement of receipt of the complaint/appeal lodgement form within two working days of lodgement of the complaint/appeal.
7. Complaints will be heard and addressed through the internal complaints handling processes as quickly as possible (refer to the *Student Grievance, Complaints, and Appeals Procedure*).
8. Complaints and appeals will be treated seriously, sensitively, impartially and, if the complainant and/or Grievance Advisor believes the complaint may result in prejudicial treatment, confidentially. All students are entitled to a fair hearing in accordance with the principles of natural justice.
9. A respondent will be informed about the nature of the complaint against him / her in writing and provided with the opportunity to respond within five (5) working days.

10. When the appeal is against a decision by CGSI to terminate a student's enrolment, the student's enrolment will be maintained until the appeal has been resolved.
11. Complainants, appellants, and respondents will not be subject to discrimination or harassment as a result of their participation in a complaints or appeals process. Students can be confident that there will be no negative consequences, and that the complaint or appeal will be investigated fairly.
12. All parties will receive weekly updates on the progress and outcome decisions of their complaint or appeal.
13. Students who have lodged a formal complaint will be invited to provide feedback on their experience.
14. After exhausting all avenues of resolution available within CGSI, students have the right to refer their complaint to an external professional mediator approved by CGSI. CGSI's contribution to the cost of mediation will be capped at 50% of the mediators' fees.
15. In the event of the student remaining dissatisfied with the result or conduct of CGSI's internal procedures for handling of the complaint and the external mediation process, the student has the right to take further action. The student may choose, for example, to take further action under Australia's consumer protection laws, through the National Student Ombudsman (NSO) , State or Territory court or tribunal or other applicable legal avenue.

Comprehensive information for students about lodging a higher education student complaint is available on the Australian Government's Study Assist web site <https://www.studyassist.gov.au/support-while-you-study/higher-education-student-complaints> and the National Student Ombudsman website (NSO) <https://www.nso.gov.au/> or hotline, ph: 1300 395 775

5.1 Monitoring

All formal complaints, decisions and outcomes will be monitored by the CEO (or delegate).

5.2 Time Limits for Former Students

CGSI is unlikely to consider a complaint from a former student whose enrolment was finalised six months or more prior to the time of lodging the complaint.

Student records are kept for a minimum of five years in the event of a complaint requiring further investigation.

5.3 Records of Formal Complaints and Appeals

1. CGSI will maintain a register for complaints that identifies the issue and how it was resolved. Secure system records will be available to appropriate officers or staff of CGSI to help ensure consistent treatment of like cases.
2. The student's record will be updated to document the outcome of each stage of the process and any subsequent actions.
3. A copy of all related documentation, including a statement of findings, outlining the reasons for decisions made at each stage of the complaint and appeal(s) process, will be retained securely on the student's record.
4. A copy of the statement of findings and reasons for decisions will be provided to the

student, and any respondent.

5. De-identified complaints data will be analysed at least once every 6 months to identify themes and opportunities for improvement.

6.0 Related

Student Grievance, Complaints and Appeals Procedure

Student Selection and Admission Policy

Student Selection and Admission Procedure

Advanced Standing and Credit Transfer Policy

Advanced Standing and Credit Transfer Procedure

Academic Integrity Policy

Academic Integrity Procedure

Assessment and Moderation Policy

Assessment and Moderation Procedure

Student Welfare and Support Policy

Student Welfare and Support Procedure

Students at Risk Policy

Students at Risk Procedure

Wellbeing and Safety in the Learning and Working Environment Policy and Procedure

CGSI Governance Charter

Appendix 1: Unsafe Behaviour Common Definition

Bullying

Bullying is repeated and unreasonable behaviour directed towards a person or group of people that creates a risk to health and safety:

- Repeated behaviour is behaviour which occurs more than once and may involve a range of behaviours over time.
- Unreasonable behaviour is behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

The following behaviours do not constitute bullying:

- A single incident of unreasonable behaviour. (However, single, or one-off incidents of unreasonable conduct can also cause a risk to health and safety, may breach other CGSI policies, and could constitute misconduct.)
- Low level conflict defined as interpersonal conflict or disagreement which is not sufficient to constitute bullying. People can and will disagree with each other, however, such situations must be dealt with in a respectful manner.
- Reasonable direction and expectations of staff, including as part of performance management procedures.

Bystander

A bystander includes a person who observes unsafe behaviour, which can include someone bullying, harassing, discriminating against, sexually harassing, or sexually assaulting another person.

CGSI Community

CGSI Community means the members of the Board of Directors, Academic Board, staff, students and as well as those who use the CGSI online facilities for work, study, living and socialising, or other authorised activity.

Complaint

A complaint is a complainant's expression of dissatisfaction that their rights, existing interests and/or reasonable expectations under this policy have been adversely and unjustifiably affected because of an action, decision or omission within the control or responsibility of CGSI.

A complaint involves providing detailed information seeking disciplinary action or other resolution against the respondent. A complaint is different to a report (which is defined below).

Complainant

A person(s) who makes a complaint about a matter that they wish CGSI to consider and for which outcome(s) or resolution(s) are explicitly or implicitly expected.

Consent

Consent means the free and voluntary agreement, by a person with the cognitive capacity to do so, to participate in an activity which may include an intimate or sexual relationship. Consent is not freely and voluntarily given if the person is:

- Coerced;
- Unconscious or asleep;
- Under the influence of drugs or alcohol;
- Under threat or intimidation;
- In fear of bodily harm;
- Subjected to the exercise of authority;
- Under false or fraudulent representations about the nature or purpose of the act, or
- Under a mistaken belief that the offender was someone else (for example, their sexual partner).

Consent can be given and subsequently withdrawn at any point.

Discrimination

Discrimination is against the law. Discrimination is treating someone unfairly because of a characteristic they have, or they are assumed to have, that is protected by New South Wales and Commonwealth law. These characteristics include:

- Disability (includes diseases and illness);
- Sex (includes pregnancy and breastfeeding);
- Race;
- Age;
- Marital or domestic status;
- Sexual orientation;
- Gender identification status; and
- Carer's responsibilities.

The following conduct does not constitute unlawful discrimination:

- A person is not offered a job because, notwithstanding that reasonable adjustments have been made, they cannot meet the inherent requirements of the job.
- A student with a disability does not pass the requirements of a course, notwithstanding that reasonable adjustments have been made.
- The Higher Education Provider (Provider) has gained a lawful exemption, or the law otherwise permits the Provider, to target a job at a particular group of people to help redress disadvantages that group may have experienced in the past.
- The Provider lawfully implements specific equal employment opportunity, or 'affirmative action' strategies, plans or programs designed to ensure genuine equal opportunities in the workplace, particularly in relation to groups that have been disadvantaged in the past.

Gender Based Violence

GBV refers to any form of physical or non-physical violence or abuse against a person or group of people because of biased or harmful beliefs about gender. It can include things that happen online and that use digital technology.

Harassment

Harassment occurs when a person, or a group of people, is intimidated, insulted, or humiliated because of one or more characteristics, or from working in a hostile or intimidating environment that makes a person feel offended, humiliated, or intimidated, and where that reaction is reasonable in the circumstances. Harassment can arise as the result of a single incident as well as repeated incidents (for example, hazing). See further definition of Sexual Harassment below.

Hazing

Hazing is any action or situation, with or without the consent of the participants, which recklessly, intentionally, or unintentionally endangers the mental, physical, or academic health or safety of staff or students and can include the practice of rituals, challenges, and other activities as a way of initiating a person into a group including a new residential college, team, or club.

Report

A report is information provided to CGSI about an incident or suspected wrongdoing that the person making the report believes to be the case. A report can be anonymous, and the person reporting is able to, but does not have to, identify the other person/people involved.

CGSI can provide support to a person making the report (if they have identified themselves) including accommodations and precautionary measures, and advice about making a complaint. Reports are processed and recorded on the Incident Register.

Representative (or Support Person)

A representative (also referred to as a support person) is a person to assist, accompany and support a complainant, respondent, or interviewee in their participation in matters relating to this policy and supporting procedures. A representative may be a friend or family member, a staff member, or delegate.

Respondent

A person(s) against whom a complaint is made.

Sexual Assault

Sexual assault is any unwanted or forced sexual act or behaviour without consent.

Sexual Assault occurs when a person:

- Touches or makes contact with another person (and the touching or making contact is sexual in nature) without their consent – groping and any physical contact such as patting, pinching, or touching in a sexual way is a form of sexual assault.
- Forces another person against their will to commit an act of gross indecency – a sexual act that does not involve penetration, for example a person forces another person to touch their genitals.
- Forces another person to see an act of gross indecency, for example the person masturbates in front of the other person.

Rape is the most serious form of sexual assault and occurs where a person or persons force another person or persons to have sexual intercourse without her or his consent. Rape includes forcing someone to perform oral sex, digital penetration, and inserting any object into the vulva, vagina, or anus of another person without their consent.

Sexual Harassment

Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or sexual gestures, jokes or comments that are intended to offend, humiliate, or intimidate another person, or where it is reasonable to expect the person might feel that way.

Sexual harassment may include:

- Displays of sexually graphic materials, but does not include sexually graphic materials for educational purposes that have been approved and are intentionally used by CGSI solely as part of the curriculum;
- Repeated invitations to develop a closer or intimate relationship after prior refusal;
- Unwelcome and uncalled for remarks or insinuations about a person's sex or private life;
- Comments of a sexually suggestive nature about a person's appearance or body;
- Sexually offensive phone calls;
- Offensive emails, text messages or graphics of a sexual nature;
- Unwanted sexual attention using internet, social networking sites and mobile phones;
- Sexually offensive screensavers or posters;
- Threats online of a sexual nature;
- Revenge porn;
- Sexual propositions;
- Indecent exposure;
- Stalking;
- Pressuring a student or staff member to engage in sexual behaviour for some educational or employment benefit, or
- Making a real or perceived threat that rejecting sexual behaviour will carry a negative consequence for the student in education, accommodation, or in a programme or activity of the Provider.

Sexual Misconduct

Sexual misconduct refers to instances of sexual harassment or sexual assault that CGSI

is notified of or is responding to. If proven, allegations of sexual misconduct are a breach of this policy and also of the Code of Conduct that apply to both the staff and students of CGSI.

Vexatious

A complaint is deemed to be vexatious if it is:

- Dishonest or contains intentionally misleading information;
- Malicious; pursued with undue persistence;
- Has the intent to harass or cause delay or detriment, or
- Is pursued in a manner that threatens, menaces or harasses a member of the Board of Directors, Academic Board, staff or students of CGSI.

Victimisation

If you are mistreated because you have made a (or plan to make) a complaint of discrimination, or you have provided information or evidence about a complaint of discrimination, this is known as victimisation. Victimisation is against the law in New South Wales.

Vilification

Vilification is a public act that could incite hatred, serious contempt or ridicule towards a person or group. Vilification is against the law for certain characteristics. These characteristics include race, sexual orientation, gender identification status, or HIV/AIDS status.

Version Control

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Version History			
Version	Change Notes		
4.5	Update to incorporate reference to GBV		
4.4	Updates to incorporate references to the National Student Ombudsman (NSO)		
4.3	Updates to gender neutral language, CGSI leadership terminology and to reflect Australia-wide legislation and support links.		
4.2	Updating logo, formatting and minor amendments		
4.1	Updating logo, formatting and minor amendments		
3.3	Further refinements		
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