

a. Number of complaints	Date complaint received	b. Nature of complaint	c. CIT's response
1	08/08/2019	Incorrect course details were provided to students who were on campus with no teacher attending. No after hours contact was provided to the students.	Impacted students were messaged via eLearn to address complaint.
2	31/07/2020	Nursing enrolment information session were moved forward from 9am Thursday to 12 noon Tuesday. Notification to prospective students was only sent via email early on the Tuesday.	Administration team contacted student, apologised for short notice and provided all information required for enrolling into the Diploma of Nursing.
3	03/08/2020	Prospective student felt communication was not clear regarding the process of applying and then being accepted to study Diploma of Nursing. Prospective student felt she had been offered a place after successfully completing her LLN test. Student felt she should have been offered another pre admission meeting when she didn't attend the one set up and emailed to her. Advised part way through application process that she wanted to study part time.	Student applied to study in Term 2, 2020 however wasn't accepted due to non attendance to her pre course admission meeting. Student was advised of each step in the process and was offered a pre admission meeting but did not attend and did not contact CIT to change mee tfinvestigation. Student was also given the opportunity to cor