

Date received	Name & Student number	Issue	Work notes	Status	Over Due date:	Final outcome	Date Complete	dealt with by:	Category	sub-category	Course/Unit	Complaint substantiated?
RTI - 19	RTI - s47(3)(b)	Student complaint about issues with the CG91 Bachelor of Medical Sonography/Graduate Diploma of Medical Sonography: Student outlined that their departure from CQUni is due to: travel time to Sydney for prac/Res schools is too much for them, organisation of and resources for MEDS12003 was a nightmare, outlined issues with uploading tick list prior to prac, student felt that during pracs students are constantly reminded of protocols but with threat of being failed for the slightest deviation from procedure, lack of consistency in the application of the rules and this adds to the atmosphere of uncertainty as evidenced by the list of student questions on both the Moodle and Q&A forums. Student states they are not prepared to go through the dislocation caused by the weekly trip to Sydney only to suffer the indignity of being treated like a wicked child.	RTI - s47(3)(b)	COMPLETE	RTI - s73	Apology and explanation provided. The organisation, structure and operation of this unit has the same layout as previous years and as the other scanning skills subjects. Explained Lapse in Professionalism (LIP) system. All the videos have been loaded into weekly allocations so students can find the relevant video within the the matching week.	RTI - 2019	RTI - s47(3)(b)	RTI - s47(3)(b)		CG91 Bachelor of Medical Sonography/Graduate Diploma of Medical Sonography	RTI - s47(3)(b)
RTI 19	RTI - s47(3)(b)	Complaint received in post - complaint regarding her grades and not being to get a re sit due to her patient being difficult to scan during assessment.	RTI - s47(3)(b)	COMPLETE		DDLT advised that the student has been granted a re-sit to occur after week 6 with a new patient.	RTI - 2019	RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	MEDS13002	RTI - s47(3)(b)

Sugar case # (from 14/10/20)	Date received	Name & Student number	Issue	Desired outcome	Work notes (kept in CRM for cases received from 14/10/2020)	Status	Over Due date:	Final outcome	Date Complete	dealt with by:	Category	sub-category	Course/Unit
	RTI 2020	RTI - s47(3)(b)	Student complaint about unfair and unprofessional email from unit coordinator for MEDS13002. I sent an email to let her (the unit coordinator) know that I think I had missed something and before it becomes an issue of class numbers on scanning day, she will at least be aware. RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	IN PROGRESS				RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	
	RTI 2020	RTI - s47(3)(b)	Student complaint about the CG91 (Medical Sonography) and Unit Coordinator and placement officer. Student failed placements/practical assessments and feels that the staff are deliberately failing her. Student was not given placement close to their location and RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	COMPLETE (overtime)		Explanation of concerns provided	RTI 2020	RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	CG91 Medical Sonography
	RTI 2020	RTI - s47(3)(b)	My Review of Grade was not returned to me in 15 working days and in breach of CQU policy. All students from SSD2 who submitted a Review of Grade were awarded a review from an independent marker. I had to follow my application up as I believe it was lost. Then I was denied a review by an independent marker even though I showed full reasons as to why I deserved this and the other students were given the right. I then applied for an appeal to which the course co-ordinator wrote a letter with incorrect reasoning to which I received no response from the appeals panel. I requested to know who was on the panel and the CQU Ombudsman advised she did not want to tell me.	RTI - s47(3)(b)	RTI - s47(3)(b)	COMPLETE (overtime)		explanation of review of grade concerns provided	RTI 2020	RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	CG91 Medical Sonography
	RTI 2020	RTI - s47(3)(b)	RTI - s47(3)(b) Student complaint about concerns with returning to Lab activities for Sonography due to COVID. Student is located in Melbourne which is a known hotspot with multiple cases.	RTI - s47(3)(b)	RTI - s47(3)(b)	COMPLETE		Explained situation and assured that they will not be disadvantaged or impacted financially or academically should you choose not to attend the revised schedule for the laboratory sessions for the CG91 Medical Sonography course. This revised schedule has been released in an attempt to provide all our students with an opportunity to graduate from their course in the expected timeframe of 4 years (full time study). Given the extensive practical scanning skills development requirements and clinical placement requirements, it is not possible to defer everything until 2021 without negatively impacting everyone's completion, effectively delaying everyone's future employment by a year. We have taken extensive measures to mitigate the risk of COVID-19 community spread within the sonography laboratories. Invited to discuss with Head of Department or Dean, if needed.	RTI 2020	RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	Sonography
	RTI 2020	RTI - s47(3)(b)	On 23 October 2017 I filed a formal complaint on behalf of 34 students undertaking the course MEDS12004 - Sonographic Skills Development 1. The complaint was sent to the student advocacy team, The Deputy Dean of Learning & Teaching, RTI - s47(3)(b), and RTI - s47(3)(b) who was the student ombudsman at that time. I have been advised that there is no record of the formal complaint I sent, which would mean that all three departments have failed to follow the compliments and complaints policy which states that all complaints, compliments and general feedback received will be entered into the University's Customer Relationship Management system, regardless of the avenue taken to lodge the complaint. I would like to know why our formal complaint was not sent to the appropriate department and why it was not saved to the customer relationship management system.	RTI - s47(3)(b)	RTI - s47(3)(b)	COMPLETE		Final response sent to student from Student Ombudsman RTI - s47(3)(b)	RTI 2020 RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	MEDS12004 - Sonographic Skills Development 1 - complaint submitted in October 2017

		<p>RTI - s47(3)(b)</p> <p>Complaint in relation to RTI - [redacted] Unit Coordinator (MEDS13006)</p>	<p>RTI - s47(3)(b)</p>	<p>RTI - s47(3)(b)</p>	<p>COMPLETE</p>	<p>RTI - s47(3)(b)</p> <p>[redacted]</p> <p>Sonography labs were cancelled in Week 3 of term 1 due to the COVID pandemic. Students returned to labs, on 4 August 2020, on 4 out of the 5 campuses (excluding MEL) where sonography is offered. As the aims was to get the third-year students out on clinical placement, as well as run two second-year lab-based units, there were strict timelines that had to be adhered to. The timelines were devised at the discipline level in consultation with the Head of College, RTI - [redacted]. Students were advised of this shortened schedule by RTI - [redacted], Head of Course and were asked to contact her if there was going to any issues regarding this shortened schedule. RTI - s47(3)(b)</p> <p>The start date was delayed a week than that indicated in the CG91 Lab Session Schedule 2020 COVID-19 contingency schedule in the hope that MEL students could be included but this was not the case due Stage 4 restrictions starting. This schedule for third year students is spread out over 8 weeks if re-sit assessments are required, starting on 3 August 2020.</p> <p>The first module practical skills assessment was held on 6 August. Students were emailed on Friday, 14 August to let them know that results were expected to be released on Tuesday 18 August. In this forum post the UC let all students know in advance that she would send everyone an email to let them know who they could talk to regarding their results (their off-campus moderator), and that in the case of them not successfully passing this assessment, for them to please contact this person to organise a time for on the following Wednesday (19 August) so that they could have a Zoom session to go over feedback from this assessment.</p> <p>The reason for this haste in getting feedback is because the second module practical skills assessment was scheduled for the following Monday, 24 August. This Module included more in-depth and time-consuming moderation for this more difficult module with results needing to be available within 2 weeks, as per CQUniversity policy, followed by a week of feedback sessions before the next assessment. The third module practical skills assessment was scheduled on Wednesday 16 September with a required two-day turn-around for results before the re-sit (second chance) practise on Saturday 19 September, and then all re-sit (second chance) practical skills assessments were held on Tuesday 22 and Wednesday 23 September.</p> <p>The truncated timetable due to COVID-19 impacts necessitated quick turnarounds between assessments, marking and feedback. The UC has noted that she mentioned, in quite a few tutorials throughout the term and other forum posts, that the reason for a quick turnaround with booking feedback sessions was to ensure all students were given the opportunity to receive feedback, and that this needed to happen before the next practical skills assessment.</p> <p>On Tuesday 18 August at 5:51pm, the UC sent an email out to students who had failed their first module assessment for whom she was their main moderator. Students were asked to email the UC on that day to organise a time for the following day for feedback. A second email to these students on Wednesday 19 August at 9:52am to let students know that although the UC was booked up for that day, if they would like a feedback session, to email as soon as possible to book in for Thursday (20 August) or Friday (21 August).</p> <p>RTI - s47(3)(b)</p> <p>[redacted]</p> <p>RTI - s47(3)(b)</p> <p>[redacted]</p>	<p>RTI - s47(3)(b)</p>	<p>RTI - s47(3)(b)</p>	<p>RTI - s47(3)(b)</p>	<p>MEDS13006</p>
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						<p>RTI - [REDACTED]</p> <p>RTI - s47(3)(b) [REDACTED]</p> <p>[REDACTED]</p> <p>The UC did ensure students access to feedback from commonly encountered errors following the first and second module assessments by uploading a recorded video for each to the unit Moodle page. Students were advised of this via forum post (Saturday 12 September, 10:54am;), and that they were available on the unit Moodle site on Wednesday 16 September at 6:32pm. This was before re-sit practises started so all students had access to this feedback.</p> <p>RTI - s47(3)(b) [REDACTED]</p> <p>RTI - s47(3)(b) [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>						
	RTI 2020	RTI - s47(3)(b)	* anonymity is very important as this person can have profound effects on my future in my career * Concerned about inappropriate and unprofessional posts about the student body on supervisor's facebook post. Time sensitive as post is currently top of the individual's feed and would like the university to see it before it is taken down.	RTI - s47(3)(b)	RTI - s47(3)(b)	COMPLETE	Posts were provided to DDLT for information and/or action as required.	RTI 2020	RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	CG91
RTI - s47(3)(b)	RTI 2020	RTI - s47(3)(b)	Complaint regarding MEDS13002 lecturer		RTI - s47(3)(b)	COMPLETE	Forwarded onto DDLT - SHMAS to look into and follow up with lecturer		RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	MEDS13002 - Sonographic skills development 2
RTI - s47(3)(b)	RTI 2020	RTI - s47(3)(b)	Complainint regarding practical scanning skills tests for MEDS13002 (Term 1, 2020)		RTI - s47(3)(b)	COMPLETE (overtime)	Explanation of patient pools and assessment provided.	RTI 2021	RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s47(3)(b)	MEDS13002 - Sonographic skills development 2

Sugar case #	Date received	Complainant name/student ID	Issue	Status	Over Due date:	Final outcome	Date Complete	dealt with by:	School/ Unit / Division	Category	sub-category	Course/Unit
RTI - s47(3)(b)	RTI - 73 2021	RTI - s47(3)(b)	Student complaint about alleged bullying/abuse from staff member RTI - s47(3)(b)	IN PROGRESS (overtime)				RTI - s47(3)(b)	School of Health, Medical and Applied Sciences	RTI - s47(3)(b)	RTI - s47(3)(b)	MEDS13002
RTI - s47(3)(b)	RTI - 73 2021	RTI - s47(3)(b)	concerns are in regards to course MEDS13002 Sonographic Skills Development 2	COMPLETE		DDLT explained that Units are continuously monitored and can change from term to term. All changes to Units have followed the Universtiy governance processes involving peer review.	RTI - 73 2021	RTI - s47(3)(b)	School of Health, Medical and Applied Sciences	RTI - s47(3)(b)		MEDS13002 Sonographic Skills Development 2
RTI - s47(3)(b)	RTI - 73 2021	RTI - s47(3)(b)	received email from RTI - s47(3)(b) with complaint from RTI - 47(3) enrolled in Unit SSD2 of the Bachelor of Medical Sonography/Graduate Diploma of Medical Sonography. <i>I provide the correspondence to assist in maintaining the anonymity of RTI - s47(3), I do not in any way act for or represent RTI - s47(3).</i>	IN PROGRESS				RTI - s47(3)(b)	School of Health, Medical and Applied Sciences	RTI - s47(3)(b)		Sonographic Skills and Development 2 (MEDS13002)
RTI - s47(3)(b)	RTI - 73 2021	RTI - s47(3)(b)	Concerns with high attrtion rate and overall integrity of the Bachelor of Medical Sonography	IN PROGRESS				RTI - s47(3)(b)	School of Health, Medical and Applied Sciences	RTI - s47(3)(b)	RTI - s47(3)(b)	Scanning skills 2 / B Medical Sonography
RTI - s47(3)(b)	RTI - 73 2021	RTI - s47(3)(b)	Student complaint about the Bachlor of Medical Sonography - has concerns with the high fail rate and drop out rate that this course has	IN PROGRESS				RTI - s47(3)(b)	School of Health, Medical and Applied Sciences	RTI - s47(3)(b)	RTI - s47(3)(b)	B Medical Sonography
RTI - s47(3)(b)	RTI - 73 2021	RTI - s47(3)(b)	Complaint about MEDS13002 - I have demonstratable instances where I believe the lecturers/coordinators have been unnecessarily ruthless, show little compassion, even becoming condescending	IN PROGRESS				RTI - s47(3)(b)	Health, Medical and Applied Sciences	RTI - s47(3)(b)	RTI - s47(3)(b)	MEDS13002
RTI - s47(3)(b)	RTI - 73 2021	RTI - s47(3)(b)	Student complaint about CG91 - B Medical Sonography	COMPLETE		explanation provided	RTI - 73 2021	RTI - s47(3)(b)	School of Health, Medical and Applied Sciences	RTI - s47(3)(b)	RTI - s47(3)(b)	RTI - s73 MEDS12002 and RTI - s73