

# Student Grievance Handling Procedures

A grievance can be defined as a person's expression of dissatisfaction with any aspect of the School's services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction/orientation process;
- the quality of education provided;
- academic matters, including student progress, assessment, curriculum and awards in a VET course of study;
- handling of personal information and access to personal records, or
- the way someone has been treated.

This Student Grievance Handling Procedure is designed to ensure that the College responds effectively to individual cases of dissatisfaction.

## **Access to Grievance Handling Procedures:**

Students have a right to access the Grievance Handling Procedures for academic and non-academic matters without disadvantage, regardless of the nature of the grievance.

## **Records of Grievances - keeping and access:**

Students who wish to access any records relating to personal grievances are required to notify the Dean of Students and arrange an appointment to view them.

## **Student Input into Grievance Handling Procedures:**

Students are encouraged to provide formal input and feedback into the College's Grievance Handling Procedures.

## **Dispute notification: assessment tasks:**

Where a grievance relates to a particular assessment task (whether the conduct of the task or mark awarded for the task) within a subject the matter should be raised verbally in the first instance with the lecturer or person coordinating that particular subject as identified on the subject worksheet. If the issue cannot be resolved to the satisfaction of the student immediately, he/she is required to lodge a formal notice of grievance, in writing, addressed to the Dean of Students. The basis for the dispute should be clearly stated.

## **Dispute notification: curriculum and/or student progress:**

Where a grievance relates to curriculum and/or student progress, the matter should be raised verbally in the first instance with the Dean of Students. If the issue cannot be resolved to the satisfaction of the student immediately, he/she is required to lodge a formal notice of grievance in writing, addressed to the Dean of Students. The basis for the grievance should be clearly stated.

## **Dispute on Fees and FEE-HELP**

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Any grievance or disputes relating to student fees or FEE-HELP will be resolved as per the FEE-HELP review policy.

## **NON-ACADEMIC MATTERS**

A non-academic matter includes any matters, concerns or grievances which do not relate to student progress, assessment, curriculum and awards in a course of study and includes grievances in relation to personal information that the College holds in relation to the student.

### **Access to Grievance Handling Procedures:**

Students have a right to access the Grievance Handling Procedures for academic and non-academic matters without disadvantage, regardless of the nature of the grievance.

### **Records of Grievances - keeping and access:**

Students who wish to access any records relating to personal grievances are required to notify the Dean of Students and arrange an appointment to view them.

### **Student Input into Grievance Handling Procedures:**

Students are encouraged to provide formal input and feedback into the College's Grievance Handling Procedures. Such input is particularly welcome and encouraged by students who have utilised and experienced the College's grievance handling process.

### **Dispute notification:**

A student or intending student who is aggrieved about a non-academic matter is required to raise the issue verbally in the first instance with the Dean of Students. If the issue cannot be resolved to the satisfaction of the student or intending student immediately, he/she is required to lodge a formal notice of grievance in writing, addressed to the Dean of Students, and specifying the reasons for making the request.

### **Internal review process:**

If, after a formal investigation by the Dean of Students a student or intending student is still aggrieved, a formal internal review of the investigation and recommendation to resolve the grievance may be requested by the student or intending student, in writing, within twenty eight (28) days of the receipt of the formal recommendation. The request for a review must be addressed to the Principal (the Review Officer) and must specify the reasons for making the request.

Upon receipt of a request for an internal investigation of a grievance, which remains unresolved, the Principal shall acknowledge in writing, receipt of the request for an internal investigation and inform the student of the following information:

- who will be responsible for conducting the investigation;
- that he/she has the right to a personal meeting to present his/her case (verbally and/or in writing) and the name, address and telephone number of the person to contact if a personal meeting is required;

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- that he/she has the right to submit additional information in writing, should a personal meeting not be desired; and the name and address of the person to whom the additional information should be submitted;
- the timeframe during which the internal investigation will be conducted, generally within 45 days of receiving the request for an investigation

The Principal may conduct the review personally, or appoint a senior staff representative to conduct the review. The Principal will forward a formal letter to the student advising:

- the outcome of the investigations;
- a recommendation to resolve the grievance;
- the external review process available; and
- that the actions taken to investigate the matter, and the reason(s) and an explanation of the decision taken as part of the procedures will be provided in writing, if requested.

The Principal may confirm the decision previously made, vary the decision, or set aside the decision and substitute a new recommendation.

***External review process:***

If all internal review processes have been exhausted and the student is not satisfied with the outcome of the internal review, the student may request an external review. The external review will use the Alternative Dispute Resolution (ADR) services of Bridge Mediation, an independent organisation that specialises in Dispute Resolution. Students should note that there will be costs involved in engaging Bridge Mediation services. The address for Bridge Mediation is:

Bridge Mediation  
Level 14  
201 Miller Street  
North Sydney NSW 2060  
Phone: 1300963977  
Email: [info@bridgemediation.com.au](mailto:info@bridgemediation.com.au)  
Website: [www.bridgemediation.com.au](http://www.bridgemediation.com.au)

The outcome resulting from this external review will be forwarded by Bridge Mediation to the Dean of Students who will action the recommendation within 45 days.

## RELATED LEGISLATION AND REGULATIONS

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- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 6
- Higher Education Standards Framework (Threshold Standards) 2015
- Standards for Registered Training Organisations (RTOs) 2015– 1,4,5

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## RELATED POLICIES, PROCEDURES AND DOCUMENTS

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- Grievance, Complaints & Appeals Policy
- Student Grievance Handling Process
- Critical Incident Policy
- Critical Incident Procedure
- Critical Incident Form
- Overseas Student Orientation Policy
- Overseas Student Orientation Checklist

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