

Governance Institute of Australia

Student Grievance Policy

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Contact	General Manager, Education
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Distribution	External
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Governance Institute of Australia

Student Grievance Policy

Objectives

1. The objectives of this policy are to ensure:
 - a. Students have ready access to effective and fair grievance processes;
 - b. Students are encouraged to provide feedback about any aspect of Governance Institute of Australia's (hereafter referred to as Governance Institute) operations without fear of reprisal;
 - c. All grievances will be treated with sensitivity and with due regard to confidentiality and procedural fairness including review by an appropriate independent third party if internal processes fail to resolve a grievance;
 - d. All views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
 - e. The complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings at that party's own cost;
 - f. A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent;
 - g. Where the internal or external grievance handling or appeal process results in a decision that supports the complainant, Governance Institute will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome;
 - h. A complainant shall have access to the internal stages of the grievance process at no cost. Costs for an external appeal will be shared equally by Governance Institute and the complainant. (Refer to Clause 20)

Overview

2. Governance Institute is committed to providing a safe and rewarding student experience. Feedback is welcomed as a mechanism for continuous improvement. Students have access to academic appeals and grievance processes that are conducted with the aim of speedy and effective resolution.
3. In relation to non-academic grievances, the term "complainant" applies to both current students of Governance Institute and prospective persons seeking to enrol with Governance

Institute. Complainants are entitled to access the grievance processes set out in this policy regardless of location or mode of study.

Procedures

4. Governance Institute promotes a culture of collaboration, openness, and respect and encourages wherever possible grievance resolution by a process of discussion and mediation. Students are welcome to raise grievances about any aspects of Governance Institute's operations or in regard to any of its staff regardless of their designation or employment type. These may be raised and dealt with through either informal or formal approaches as appropriate.

Informal approach

5. Informally raising a grievance often (but not always) indicates that the grievance is not serious or complex in nature. This grievance should be directed to the staff member closest to the source of the issue in question. In most cases for students, this will be a member of the Education Department. The grievance should be made as soon as possible after the issue in question has arisen in order to pursue effective and timely resolution.
6. If the student is dissatisfied with the outcome of their direct attempts at informal resolution further resolution may be sought using the formal approach outlined in the following section.
7. The staff member may use discretion to determine if any informal grievance should be logged in Governance Institute's Grievance Register. The purpose of the register is to ensure a record is maintained of significant grievances for review and opportunity for future improvement. This register will importantly also be used to record finalisation of registered matters.

Formal Approach

8. This is a formal process for more serious or complex grievances, or for matters unresolved or inappropriate for the informal approach. All formal grievances will be submitted in writing using the grievance form available from the Education Department. All formal grievances will be entered in the Grievance Register.

Student grievances fall into one of two categories: academic and non-academic.

Academic Grievances

9. Academic grievances deal directly with the student's learning experience and might be general in nature or relate to matters covered in Governance Institute's Academic Policies. The Academic Policies provide guidance on dispute resolution where appropriate.
10. In the first instance all formal academic grievances will be forwarded to the General Manager, Education who will investigate the grievance and attempt to resolve the issue or as needed support the student to use the grievance resolution procedures included in the Academic Policies. Unresolved grievances and/or appeals will be escalated to the Education Committee.

Non-Academic Grievances

11. All grievances deemed non-academic are likely to deal with other aspects of the student experience and could cover a range of corporate or procedural matters. These should be dealt with initially with the staff member concerned. If the grievance is about the staff member with whom the student is dealing, or the student is not satisfied with the resolution, the grievance will be forwarded to the General Manager, Education.

Unresolved matters will be escalated according to the following:

Stage One

12. Formal grievances must be submitted in writing marked 'for the attention of the General Manager, Education' and sent to: studentgrievance@governanceinstitute.com.au
13. Receipt of the grievance will be acknowledged in writing within five working days and all reasonable measures will be taken to finalise the grievance handling process as soon as practicable.
14. The General Manager, Education, or their nominee, will, if necessary, seek to clarify the outcome that the complainant hopes to achieve.
15. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.
16. The General Manager, Education, or their nominee, will endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the

grievance, including the reasons for the decision, within twenty working days of receipt of the grievance. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

Stage Two

17. If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the Chair of the Education Committee within twenty working days of receiving notification of the outcome of their formal grievance. The Chair of the Education Committee will appoint an appropriate person to consult with the complainant and other relevant parties within ten working days.
18. Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.
19. Following the consultation, the Chair of the Education Committee, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within twenty working days of receipt of the appeal. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

Stage Three

20. If the complainant is not satisfied with the outcome of their appeal then an independent mediator can be requested through the Resolution Institute. Complainants can contact the Resolution Institute directly as follows:

Address: Level 1 & 2
13-15 Bridge Street
Sydney NSW 2000

Phone: 02 9251 3366

Free call: 1800 651 650

Fax: 02 9251 3733

Email: infoaus@resolution.institute

Costs of such mediation will be shared by Governance Institute and the complainant as per Clause 1(h).

21. Governance Institute will give due consideration to any recommendations arising from the external review of the grievance and the General Manager, Education will ensure that they are fully implemented within 30 days of receipt of the recommendations.

Further Action

22. If a grievance remains unresolved after the external dispute resolution stage, the complainant may decide to refer the matter to an external agency.
23. The procedures in this policy do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy limits the rights of individuals to take action under Australia's Consumer Protection laws. Additionally, this policy does not circumscribe an individual's rights to pursue other legal remedies.

Enrolment Status

24. Where a current student chooses to access the procedures outlined in this policy, Governance Institute will maintain that student's enrolment while the grievance handling process is ongoing.

Record Keeping and Confidentiality

25. A written record of all grievances handled under this policy and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records. Records can be accessed through a written request to the General Manager, Education. These records will be maintained at:

Governance Institute of Australia
Level 10, 5 Hunter Street
Sydney NSW 2000 Australia

26. All records relating to grievances will be treated as confidential and will be covered by Governance Institute's Privacy and Personal Information Policy.

Other Responsibilities

27. Students may withdraw grievances at any time during the grievance resolution process, and the grievance will be deemed to be resolved.

28. The Education Committee will review academic issues in the Grievance Register on a regular basis to ensure the appropriateness of outcomes and identify improvement opportunities as possible. All grievances related to non-academic matters will be reviewed by Governance Institute's Executive for determination of quality improvement measures to reduce the likelihood of similar grievances.

Related Documents

- Governance Institute of Australia Grievance Form
- Governance Institute of Australia Privacy and Personal Information Policy

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