



## Student Grievance Policy

*Global Educators*  
*Melbourne - Australia*

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### Purpose

To establish the policy and procedures for management of grievances on the part of students, parents and guardians of students under 18 years of age or individuals seeking to enrol at Box Hill Institute.

### Scope

This policy applies to grievances relating to academic and non-academic matters by all enrolled students, and individuals seeking to enrol in a course of study with Box Hill Institute. Students can access this policy regardless of their study location, their place of residence or mode of study.

This process does not apply to grievances about employees' performance or conduct.

This policy does not apply to any incidents or interactions that occur outside of course delivery hours and not on Institute property.

### Policy

As part of the Institute's commitment to providing a fair, safe and productive learning environment, students, parents and guardians of students under 18 years of age, and individuals seeking to enrol, have the right to be able to lodge a grievance if they believe they have been treated in a manner which is likely to have an unreasonable negative impact on them. This right applies regardless of the location of the campus of the institute at which the grievance has arisen, the student's place of residence or the mode in which they study.

Grievances will be managed equitably, fairly and in a confidential and timely manner. Every attempt will be made to ensure that complainants and respondents are protected from victimization and discrimination in any of the stages described in the procedure.

It is expected that informal processes will be used to resolve issues prior to initiating formal or external grievance processes.

The respondent to a grievance has the right to respond to the matters raised.

A person raising a formal grievance has the right to lodge an appeal and students will have their enrolment maintained while the grievance procedure is ongoing.

Complainants and respondents to a grievance have the right to be accompanied or supported other than by a legal practitioner at all stages (including informal and formal) of the procedure.

Where an appeal is lodged by an International student against a penalty imposed for non-payment of fees, the Institute will not report a cancellation of the student's enrolment on PRISMS.

## Definitions

A **Student** is a person who is enrolled, or has been enrolled at the Institute within the previous 6 months of the grievance being lodged.

**Individuals seeking to enrol** are persons who have interacted with the institute or accessed institute information in the ways made available by the Institute to individuals seeking to enrol.

A **Grievance** is a complaint or concern expressed about an action or decision taken by the Institute, or behaviour of a student of the Institute which has, or is likely to have an unreasonable negative impact on the student in relation to their studies.

An **Informal grievance** is a complaint about an Institute process, decision or provision of service, which is made verbally, by telephone or using the student feedback system.

A **Formal grievance** is a complaint about a process, decision or provision of service at the Institute made in writing (excluding the student feedback system) in which the complainant is identified.

The **Complainant** is the person who raises the grievance.

A **Respondent** is the Institute or the person(s) about whom the grievance is lodged.

**Parties** to the grievance are the person raising the grievance and the respondent(s).

To **Negotiate** is to attempt to reach agreement by discussion.

An **Independent** person is one who is impartial and has no conflict of interest regarding the parties involved, or the matter under investigation, and may be external to the Institute.

**Grievances about Academic Matters** include but are not limited to:

- Provision of accurate academic course information and selection criteria
- Selection and enrolment decisions
- Credit recognition, course content and structure, assessment methods or processes
- Decisions about course content, and structure, and assessment methods made by teaching staff which affect an individual student or group of students, or individuals seeking to enrol.

**Grievances about Non-Academic Matters** include but are not limited to:

- Administration and application of Box Hill Institute policies, procedures and guidelines
- Access to learning and assessment materials and resources
- Administration of payment of fees
- Penalties applied for non-payment of fees and charges
- Administration of student loans or scholarships

- Administration of student enrolment, withdrawal, course transfer, results and graduation
- Course completion time limits relating to modified or expired courses
- Refusal of permission for inbound international students to transfer to another provider prior to completion of 6 months of their principal course
- Refusal of refund (as per policy)
- Refusal of a request for leave of absence or to defer studies
- The behaviour of other students of the Institute

**PRISMS** is the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) Provider Registration and International Students Management System.

### Code of Conduct

All employees are expected to conduct themselves in a manner consistent with the relevant occupational Code of Conduct for the Victorian Public Sector and in accordance with the Box Hill Institute Code of Conduct for Staff.

All students are expected to conduct themselves in accordance with the Box Hill Institute Student Code of Conduct And Institute policies and procedures.

### Responsibilities

**Local Students** and individuals seeking to enrol are responsible for raising their grievance as soon as practicable and no later than 12 months after the alleged event provided it is not frivolous, vexatious or otherwise lacking in merit.

**International Students** wishing to raise a grievance must do so within 20 days of being advised of the decision by the Institute which the grievance relates to.

**Institute Staff** are responsible for receiving student feedback in the first instance and attempting to resolve the situation if possible. They should ascertain with the student whether they just want to have the opportunity to be heard or if they wish to lodge a complaint.

**Centre Managers** are responsible for liaising with the Customer Relations Officer to negotiate an acceptable outcome at the informal stage. The Centre Manager may elect to request the Customer Relations Officer or a delegate of the Centre Manager to assist in the resolution process.

**Centre Manager, Student Support Services** sits on the Grievance Appeals Committee on non-academic matters if not involved in the grievance

**Customer Relations Officer (CRO)** is responsible for providing support and information on the informal, formal, options available to resolve a grievance and internal and external avenues of appeal. The CRO does not function as an advocate people raising a grievance once the grievance process has been invoked. If the matter raised is a complaint concerning the staff member's work performance or conduct, the CRO will refer the matter to the staff member's Centre Manager to be dealt with under the appropriate Institute policy.

**Disability Liaison Services** is available to provide advice, assistance and support to the process where a student with a disability is involved

**Koorie Liaison Officer** is available to provide advice, assistance and support to the process where a person of indigenous background is involved.

**The Student Support Services Participation and Support Officer** is available to provide assistance to the student in using the grievance process.

**Student Counsellors** are available to provide information to support application for special consideration relating to academic matters

An **Independent** person may be appointed by the General Manager Health Sciences, Access and Students to investigate the grievance.

The **General Manager, Health Sciences, Access and Students**: is responsible for determining if a formal grievance related to non-academic matters falls within the scope of the procedure or is of a vexatious nature and is responsible for ensuring all staff with responsibilities in relation to this policy and procedure have training in the application of the policy. They are also responsible for determining an Institute response to an issue if a negotiated outcome to an informal grievance cannot be achieved.

The **Executive Manager Corporate Governance** is responsible for informing Institute staff in writing whenever policies and procedures are amended or approved.

The **Executive Director Learning and Academic Affairs** is responsible for determining if a formal grievance related to academic matters falls within the scope of the procedure and for an Institute response to an issue if a negotiated outcome to an informal grievance cannot be achieved. Where a grievance is lodged by an International Student, the Centre Manager International Student Services is to be consulted.

The **Boards of Studies (VET/Higher Education)** are responsible for convening a Standing Committee to investigate and make a recommendation regarding a formal academic grievance.

The **Deputy Chief Executive Officer** is the Chair of the Grievance Appeals Committee and is responsible for implementing the determination of the CEO after a matter has gone to appeal.

The **Chief Executive Officer** convenes the Grievance Appeals Committee and is responsible for making a determination after receiving the recommendation of the appeals committee.

The **Executive Manager, Education and Quality** sits on the Appeals Committee for academic matters if not involved in the grievance.

**International Student Services Staff** are responsible for recording all decisions on student grievances, as they relate to International Students on the International Student's file.

## Records

Records of all grievances and applications for review of decisions will remain confidential, and access will be provided to parties to the complaint in line with the Institute's Privacy Policy and Procedure.

Title	Location	Responsible Officer	Minimum Retention Period
Formal correspondence	Office of GM, Health Sciences Access and Students	GM, Health Sciences Access and Students	Temporary – destroy 7 years following date of decision.
Records of interview	Office of GM, Health	GM, Health Sciences	Temporary – destroy 7 years

Title	Location	Responsible Officer	Minimum Retention Period
	Sciences Access and Students	Access and Students	following date of decision.
Notice of appeal	Office of GM, Health Sciences Access and Students	GM, Health Sciences Access and Students	Temporary – destroy 7 years following date of decision.
Summary report on outcomes	Office of GM, Health Sciences Access and Students	GM, Health Sciences Access and Students	Temporary – destroy 7 years following date of decision.

## References and Compliance Requirements

Student Code of Conduct

Student Conduct Management Policy and Procedure

Teaching and Learning Service Standards

Equal Opportunity Act 1995

Human Rights and Equal Opportunity Act 1986

Information Privacy Act 2000

National Grievance Code for VET Quality, Commonwealth

Education Services for Overseas Students Act 2000 (ESOS Act 2000)

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)

## Related Documents

[Student Grievance Procedure](#)

## Review

This policy must be reviewed no later than five (5) years from the date of endorsement. The policy will remain in force until such time as it has been reviewed and re- approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

### DOCUMENT CONTROL

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Accountable Manager:	General Manager Health Sciences Access and Students
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