



Global Educators

Melbourne - Australia

Student Grievance Procedure

This database of policies and procedures contains the current, official version of policies and associated procedures. Printing a policy or procedure or transferring a policy or procedure into another electronic format will result in the document being an uncontrolled copy that might not be current.

The Student Grievance Procedure consists of the following components:

1. [Informal Grievance Process](#)
2. [Formal Grievance Process \(Internal\)](#)
3. [Formal Grievance Process \(External\)](#)
4. [Appeal \(Internal\)](#)
5. [Appeal \(External\)](#)
6. [Withdrawal of Grievance](#)

1. Informal Grievance Process

Complainant	Should decide if in this case they wish to lodge a complaint. In some cases they may simply wish to air their concerns or provide feedback on an issue. If this is the case it falls outside this procedure.
	If they wish to lodge a complaint they should raise their concerns as soon as practicably possible with the individual(s) concerned, the aim being to resolve the problem directly and informally
Complainant	If they feel unable to approach the individual concerned directly or are not satisfied with the initial response to the grievance they should contact the relevant Course Coordinator, Centre Manager, or the Customer Relations Officer provided they are not party to the grievance.

<p>Course Coordinator, Centre Manager</p>	<p>Together, determine if the matter raised falls within the scope of the policy and procedure.</p> <p>Determine as far as possible what the complainant wants to achieve. E.g. they may be satisfied simply to have their views heard or they may wish the complaint to be taken further.</p> <p>Where the grievance is about a staff member's work performance or conduct, notifies the staff members manager and the matter is then dealt with under the appropriate Institute policy.</p> <p>Notifies the student and respondent (if any) in writing of the reasons for the decision and actions taken as part of the procedure.</p> <p>If the student is not satisfied with the outcome, informs the student of their right to invoke the formal grievance process and provides them with a copy of the policy and procedure.</p> <p>If the matter is not resolved within two (2) months, the formal process should be implemented.</p>
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2. Formal Grievance Process (Internal)

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<p>Complainant</p>	<p>Lodges a formal grievance in writing with the Customer Relations Officer or the relevant Centre Manager.</p> <p>Students will not incur any cost for submitting a formal grievance (internal).</p>
<p>Customer Relations Officer or Centre Manager</p>	<p>Determines if the grievance falls within the scope of this procedure.</p> <p>If clarification is required, consults with:</p> <ul style="list-style-type: none"> • the General Manager, Health Sciences, Access and Students to determine if the grievance is within the scope of this procedure as it relates to non-academic matters. • the Executive Director, Learning and Academic Affairs as to whether the grievance is within the scope of this procedure as it relates to academic matters. <p>Where it is determined that the matter is outside the scope of this procedure, it will be referred for follow-up under the appropriate Institute policy.</p>

	<p>Acknowledges the grievance within 10 working days of receipt.</p> <p>Where the grievance is within the scope of this procedure consults with the appropriate Centre Manager, if they are not party to the complaint. Where the Centre Manager is party to the complaint, the appropriate direct report manager will be consulted.</p>
<p>Centre Manager in consultation with the General Manager, Health Sciences, Access and Students</p>	<p>Investigates the circumstances of the grievance.</p> <p>Consults with any relevant parties to negotiate an acceptable outcome.</p> <p>Provides notice of the outcome to the student in writing, describing the reasons for the outcome.</p> <p>If the complainant, or the Centre Manager considers that the grievance has not been satisfactorily resolved, the grievance may be referred to the General Manager Health Sciences, Access and Students for grievances related to non-academic matters or the Executive Director Learning and Academic Affairs for grievances related to academic matters. The referral is to be in writing and include <u>all</u> supporting documentation relating to the matter.</p>
<p>General Manager, Health Sciences, Access and Students or Executive Director Learning and Academic Affairs</p>	<p>Acknowledges the grievance within 10 working days of receipt of the grievance.</p> <p>For a grievance on a non-academic matter, the General Manager, Health Sciences, Access and Students:</p> <ul style="list-style-type: none"> • requests an independent person to investigate the matter and for their findings to be reported within 10 working days of accepting the brief. • after receiving the recommendations of the independent investigator, makes a determination on the matter. • within 30 working days of submission of the grievance, provides all parties to the matter with a copy of the decision in writing, describing the reasons for the outcome. <p>For a grievance on an academic matter, the Executive Director, Learning and Academic Affairs:</p> <ul style="list-style-type: none"> • convenes the appropriate standing committee from either the VET Board of Studies or the Higher Education Board of

	<p>Studies to make a recommendation</p> <ul style="list-style-type: none"> • makes a determination on the recommendation of the appropriate standing committee • within 30 working days of submission of the grievance, provides all parties to the matter with a copy of the decision in writing, describing the reasons for the outcome. <p>Notifies the student and respondent (if any) in writing of the reasons for the decision and actions taken as part of the procedure.</p>
Complainant	<p>If not satisfied with the determination made, may lodge an appeal on the grounds that procedural fairness was not observed or that the judgement was harsh, unjust or unreasonable.</p>

3. Formal Grievance Process (External)

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Students **have the right to lodge grievances with an external organisation.** These include:

- **The Human Rights and Equal Opportunity Commission**
Phone: 1300 656 419 (local call) or 02 9284 9888
Email: complaintsinfo@humanrights.gov.au
TTY 1800 620 241 (toll free)
- **The State Equal Opportunity Commission**
Advice line on (03) 9281 7100 TTY (03) 8281 7110
Email: complaints@veohrc.vic.gov.au
- **The State and Commonwealth Ombudsman's Office**
Phone: 9613 6222 (international callers 0011 + 61 +3 + phone number)
Toll free: 1800 806 314 (regional only)
TTY via the National Relay Service (www.relayservice.com.au)
Email: ombudvic@ombudsman.vic.gov.au

Higher Education students may also ask the institute to request an external mediator be provided by TAFE Directors Australia.

In addition **International students** have the right to contact the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR), Phone: 1-DEEWR (133 397), in relation to grievances under the ESOS Act.

If the external body makes recommendations in relation to a grievance they have reviewed, they will communicate those recommendations to the General Manager Health Sciences, Access and Students or the Executive Director Learning and

Academic Affairs who will bring the recommendations to the attention of the CEO and Senior Executive team. The endorsed recommendations will be implemented within 30 working days or as soon as is practicable to do so. The Institute will act on any substantiated complaint and will advise the student on the outcome.

4. Appeal (Internal)

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<p>Complainant</p>	<p>May lodge an appeal to the Chief Executive Officer for their case to be considered by the Grievance Appeals Committee.</p> <p>The appeal should be lodged within ten (10) working days of receipt of the decision of the previous stage.</p> <p>Letters should be marked "Grievance Appeals Committee."</p>
<p>Chief Executive Officer</p>	<p>Will, within five (5) working days of receiving the appeal, convene the Grievance Appeals Committee consisting of:</p> <ul style="list-style-type: none"> • The Deputy Chief Executive Officer (Chair) • A member of the management team who has not been involved in the matter. • The Manager, Student Support Services if they have not been involved in the matter for a non academic matter or the Executive Manager, Educational and Quality for academic matters if they have not been involved in the matter.
<p>Grievance Appeals Committee</p>	<p>Meets and determines whether there are grounds for the appeal. This may involve interviewing relevant Institute staff and students.</p> <p>Writes to the complainant and respondent and the General Manager, Health Sciences, Access and Students or Executive Director, Learning & Academic Affairs indicating whether there are grounds for the appeal to proceed.</p> <p>If the appeal proceeds, may re-interview the student/client and the respondent if considered necessary.</p> <p>Notifies the Chief Executive Officer of its recommendation within ten (10) working days of notification that the appeal is proceeding.</p>
<p>Chief Executive Officer</p>	<p>After receiving the recommendations of the Appeals Committee, makes a determination within five (5) working days of receiving the recommendation.</p>

	Notifies the student and respondent (if any) in writing of the reasons for the decision and actions taken as part of the procedure.
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5. Appeals External

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If not satisfied with the decision of the Chief Executive Officer the complainant may request that the matter be dealt with through an external dispute resolution process by the body appointed for that purpose.

Students have the right to lodge an appeal or grievance with appropriate external organisations. These include the Human Rights and Equal Opportunity Commission, or the State Equal Opportunity Commission, the State and Commonwealth Ombudsman's Office. Higher Education students may also ask the institute to request an external mediator be provided by the Australian Council for Private Education and Training.

International students also have the right to contact the Commonwealth Department of Education, Employment and Workplace Relations in relation to grievances under the ESOS Act.

Students have a right to access an external appeals process at minimal or no cost. The Institute will not impose any fee related to external appeals.

Complaints will be addressed within 30 days. Where a decision is made that supports the student the decision will be implemented and/or any corrective or preventative action required and the student will be advised of the outcome.

6. Withdrawal of grievances

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Complainant	<p>May withdraw a grievance at any time during the process.</p> <p>The withdrawal must be in writing to the relevant staff member who is handling the matter.</p> <p>Withdrawal of the grievance will stop the process and the matter will be deemed resolved</p>
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NIL