



## Grievance and Appeals - Student

The intention of the College Student Grievance and Appeals Policy and Procedure is to handle student grievances and appeals with expediency, confidentiality and to the satisfaction of students, staff and the College.

A suggestion box is set up in the reception area of the College. Any student wishing to air a grievance by using this facility may make a suggestion. All suggestions will be considered at the next staff meeting

If any student wishes to discuss a grievance or appeal they should talk initially with the person involved. If not satisfied the student may then access the appropriate management representative.

The College Grievance and Appeals Policy and Procedure Does not remove the right of the student to take action under Australia's consumer protection laws. If the student may involve an independent 3<sup>rd</sup> party (having no relationship to the College and an ability to handle the grievance in a timely manner) at any stage of the grievance process.

The College has in place arrangements for a person or body independent of and external to the College to hear complaints or appeals arising from the college's internal complaints and appeals process to refer students to an existing body where that body is appropriate for the complaint or appeal. Each party may be accompanied and assisted by a support person at any relevant meetings.

The College takes seriously any matter that affects the students' adjustment to life and study in Australia and has enacted this Grievance and Appeals Policy and Procedure to assist students to resolve problems which could impede successful completion of their study programs.

### Procedure

1. Student Grievance and Appeals Policy and Procedure is made available in pre and post registration information, orientation program, student handbook, College Policy and Procedure Manual;
2. Students complete Grievance and Appeals Form;
3. Student submits form to Registrar, makes an electronic and manual copy;
4. Registrar files copy on student file and makes an electronic note;
5. Registrar distributes form to Supervising Trainer;
6. Supervising Trainer contacts student and undertakes counselling session within 10 working days of formal lodgement. Each party may be accompanied and assisted by a support person at any relevant meetings;
7. Supervising Trainer records session using Counselling Form and Student Contact Log and files all counselling sessions – copy provided to all parties;
8. Supervising Trainer completes a Student Compliant, Grievance and Appeals Outcome Statement maintains a copy for the student file and mails the original to the student;
9. Grievance and Appeals recommendations and actions are recorded – copies provided to all parties;
10. College follows-up all recommendations;
11. The external appeals process will be provided at minimal or no cost; and
12. Students will remain enrolled while the complaints and appeals process is ongoing.