

GRIEVANCES, COMPLAINTS AND APPEALS POLICY AND PROCEDURES [NON-ACADEMIC]

Purpose

This procedure describes the process by which students and prospective students may have problems of a non-academic nature addressed effectively, efficiently, professionally and confidentially.

Scope

This policy and procedure applies to all persons enrolled with or seeking enrolment with the SSNT for the delivery of education, training and assessment services.

Students of the SSNT are entitled to use the grievance procedures set out in this policy, regardless of the location of the campus of the College at which the grievance has arisen, the student's place of residence or the mode in which they study. The procedure is free of charge.

Related References and Standards

This procedure relates to the Department of Education Employment and Workplace Relations (DEEWR) standards, (for students and persons seeking entitlement to FEE-HELP assistance for Higher Education) and the Australian Quality Training Framework Standards (AQTF 2007) (2.6) or any other responsibilities under statute or any other law.

Responsible Parties

The Principal is responsible for the control and issue of this procedure. This revised procedure has been ratified and agreed to by the SSNT School Council on the 1st April, 2009.

Availability

All students and prospective students will be provided access to the SSNT's Grievance Policies and Procedures via the school website, www.southernschool.com and the SSNT's Alf Jacka library. It is also referenced in the Lecturers' Procedures Manual to inform staff of the procedures and their application.

Definitions

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of the SSNT in relation to the non-academic matters. These are matters not related to student progress, assessment,

curriculum or awards. Non-Academic matters arise from events occurring at a provider or from decisions made by a provider and will cover issues such as:

- complaints in relation to privacy/personal information that the provider holds in relation to the student
- discrimination
- unfairness and injustice
- vilification
- sexual harassment
- other forms of harassment, eg. bullying
- student amenities
- general complaints including dissatisfaction with services
- complaints about financial matters
- fines and payments, application procedures, exclusions from events and facilities and the use or misuse of personal information.

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is lodged in writing to the SSNT student administration office. Forms for this purpose are available at the library.

Policy

All disputes or grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution.

All parties will have a clear understanding of the 3 stages involved in the grievance procedure.

Each appellant/complainant will be provided with the opportunity to present his or her case at each stage of the grievance process.

All grievances will be managed fairly and equitably and as efficiently as possible.

The complainant and respondent will not be victimised or discriminated against in any of the stages set out in this policy, or as a result of a grievance being raised.

The SSNT will encourage the parties to approach a grievance with an open view and attempt to resolve issues through discussion and conciliation. The policy provides an

avenue for most grievances to be addressed. However, where a grievance cannot be resolved through discussion and conciliation following the stages set out internally, the SSNT acknowledges the need for an appropriate external and independent agent to moderate between the parties, as set out below.

SSNT will endeavour to resolve any grievance referred to it by the Victorian Registration and Qualifications Authority (VRQA) within ten working days of its receipt of the complaint.

This policy is communicated to academic and support staff through the Lecturers' Procedures Manual and the school's website. The heads of departments are responsible for the training of academic staff in their respective departments in the application of the policy. The Manager-Student Services, Cheryl Richter is responsible for the training of student services staff in its application.

At all stages of the process, the complainant and/or respondent have the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire.

Discussions relating to complaints, grievances and appeals are to be recorded in writing during each stage of the process. Reasons and a full explanation in writing for decisions and actions taken as part of the procedures will be given, if requested, by the complainant and/or respondent.

Students of the SSNT are entitled to use the grievance procedures set out in this policy, regardless of the location of the campus of the school at which the grievance has arisen, the student's place of residence or the mode in which they study.

Student Privacy

The SSNT acknowledges and respects the privacy of students. It is required under the Privacy Act 1988 (Cwth) to comply with the *national Information Privacy Principles* in respect of the collection, use and disclosure of personal information from individuals. (Refer to the SSNT *Privacy Statement and Policy* available on the website, www.southernschool.com.au or at the Alf Jacka library; and the *Personal Information Procedures*.)

Records of all grievances, applications for review of decisions and outcomes of the grievance process will be kept for a period of five years. These records will be strictly confidential and filed in a separate file (not kept on the student or staff file) and stored in the office of the Deputy Principal for a period of five years. Parties to the complaint will

be allowed supervised access to these records at the discretion of the Principal or Deputy Principal.

Grievance Procedures

Students or people seeking to enroll in any accredited course of the SSNT have access to a three stage non-academic grievance process which is set out below.

Each stage is free of charge.

Stage 1

- a) Initially, complaints and grievances should be discussed with the *person/s involved*.
- b) If this is impracticable or unsatisfactory, students should communicate with one of the staff listed below.

The head of the appropriate department:

Chinese Medicine, David Benn

Myotherapy and Physical Therapies, Brian Tritton

Naturopathy, Susan Buckle

Sciences, Dr George Kweifio-Okai

Chinese Medicine, David Benn

The Manager, Student Services, Cheryl Richter or

Deputy Principal, Dr John Porter.

The complaint will be documented and a resolution will be sought within 14 days of receipt of the complaint.

Stage 2

The second stage of the grievance process is as follows:

If dissatisfied with the response to the complaint or the time taken to resolve the matter under stage 1, the complainant may submit the complaint in writing to the *Principal, Colin Thomson*. The Principal will deal with the complaint within a reasonable time, normally within 30 days of receipt of the complaint.

Stage 3

The third stage of the non-academic grievance process is as follows:

If not satisfied with the decision of the Principal in stage 2, the complainant may request that the matter be further reviewed by an *external dispute resolution process*, by the body appointed by the SSNT for that purpose.

The details of this external body and contact person are as follows:

**Australian Council for Private Education and Training (ACPET)
Executive Officer, Victoria**

**PO Box 551
East Melbourne, Vic 8002
Tel: 9416 1355**

This final stage will be addressed within 30 days.

If ACPET makes recommendations in relation to a grievance they have reviewed, ACPET will forward these recommendations within 14 days to the Principal or his delegate who will ensure that the recommendations are implemented within 21 days.

Note

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.