

Name:	<b>Grievance, Complaints, Appeals Policy</b>
Approved by:	Group Accreditation & Compliance Manager
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Section 1 – Introduction..... 2

    1) Purpose ..... 2

    2) Scope..... 2

Section 2 – Policy ..... 3

    1) Overview ..... 3

    2) Confidentiality..... 3

    3) Flowchart – Grievances, Complaints and Appeals ..... 5

    4) Publication ..... 6

Section 3 – Reference and Supporting Information ..... 6

    1) Definitions ..... 6

    2) Supporting documentation..... 6

Section 4 – Change History ..... 7

    1) Change History ..... 7

## Section 1 – Introduction

### 1) Purpose

AIT aims to provide a fair, equitable and productive learning environment for all its learners. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving non-academic complaints and grievances across all delivery locations.

### 2) Scope

This policy applies to all Students and Staff across all AIT campuses.

## **Section 2 – Policy**

### **1) Overview**

All stakeholders are entitled to access an efficient mechanism to raise and settle grievances. AIT is committed to identifying and responding to any issue or grievance considering any aspect of its business operations. AIT has established a complaint a grievance resolution system to resolve:

- i) academic appeals and grievances relating to student progress, assessment, facilitators, plagiarism, course materials, curriculum or awards in a course of study;
- ii) non-academic appeals and grievances relating to personal information held and any other administrative matters; and
- iii) grievances between staff and students, between staff members and between students.

This policy specifically addresses non-Academic Grievances and Complaints.

AIT will respond to any grievance raised by participants, candidates, employees, facilitators, students, and any other stakeholders promptly and objectively regardless of the location of the teaching site, the place of residence of the complainant or the mode of study.

AIT welcomes all forms of feedback, and students are openly invited to offer feedback on any matter at any time. At all times, AIT will respect and reserve the rights of all students to use any avenue available to them to address their grievances and/or appeals. with at least 4 weeks' notice prior to commencement

### **2) Confidentiality**

Records of grievances and their outcomes and the Grievances Register will be kept for 7 years in strictly confidential files. Parties to the grievance will be allowed supervised access to these records on request. Management of and access to any grievance records (including the Grievances Register) will be restricted to the Student Services Manager, Academic Dean of AIT, Accreditation and Compliance Manager, General manager and CEO. All parties, subject to the grievance process, shall at all times treat Grievance as confidential and shall not reveal the names of complainants making a grievance or where applicable those referred to in the grievance to any third party without the express permission of those concerned.

If a student has a grievance of a non-academic nature, generally, the first person to see about this grievance is Student Services. If the grievance cannot be resolved through speaking with the teacher or Student Services, the student should discuss it with the Student Services Manager.

If the grievance cannot be resolved through speaking with the Student Services Manager, the student may submit a Complaints Form to AIT as follows:

- 1) A complaint can be lodged in writing by using the Complaints Form. A student can lodge their complaint at the student services office. A record of the complaint will be kept on file.
- 2) A student will have the opportunity to formally present their case at no cost. Either party to the complaint may be accompanied and assisted by a support person at any relevant meeting (such as a family member, friend, counsellor or other professional support person, other than a lawyer)
- 3) AIT management will investigate and respond to all complaints or appeals lodged by a student. The process will commence within 10 working days of the formal lodgment of the complaint or

appeal and supporting information, and all reasonable measures will be taken to finalise the process in the shortest possible time.

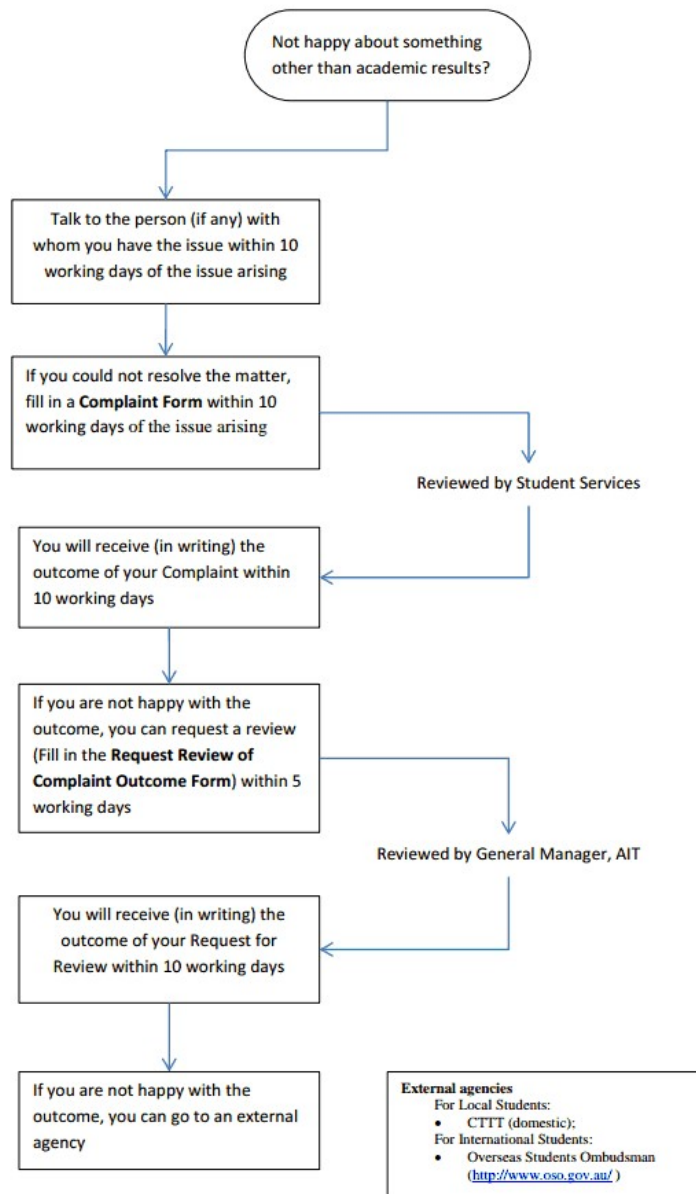
- 4) The student will be notified of the outcome on their JIVI message area (secure), including details of the reasons for the outcome. If the process results in a decision in favor of the student, AIT will immediately implement the decision and advise the student of the actions taken.
- 5) Students who are not satisfied with the outcome of their complaint or appeal may wish to refer to an external agency, e.g. Students must instigate any external appeal process within 28 days of the outcome of the outcome of their initial appeal.
  - i) The Overseas Students Ombudsman (1300 362 072) <http://www.oso.gov.au/>
  - ii) The Anti-Discrimination Board (9268 5555)
  - iii) The Department of Fair Trading (13 3220) - Further information may be obtained from the Department's website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or
  - iv) An independent mediator which will be selected using the Australian Mediation Register at [www.amr.asn.au](http://www.amr.asn.au) and
  - v) where the independent mediator is unable to mediate a satisfactory outcome for all parties, the Community Justice Centre can be contacted via 1800 990 777.

Recommendations by the appropriate external agencies in relation to a grievance will be implemented within 14 days of written notification.

AIT will maintain a student's enrolment while a complaint or appeal process is on-going. However, AIT reserves the right to suspend a student from attending class or visiting the AIT campus if that is considered necessary during this period.

The AIT grievances, complaints and appeals procedures do not limit the rights of students to take action under Australia's consumer protection laws.

### 3) Flowchart – Grievances, Complaints and Appeals



#### 4) Publication

This procedure is published on the web sites of AIT to ensure students have up-to-date and accurate information publicly available to them.

### Section 3 – Reference and Supporting Information

#### 1) Definitions

Word/Term	Definition
Grievance	A grievance exists when a student is not satisfied with the products or services provided by AIT
Complaint	A grievance becomes a complaint when a student submits a Complaints Form to AIT
Appeal	A student may appeal against any decision made by AIT by submitting a Request Review of Complaints Outcome Form, or an Assessment Appeal Form
Assessment Appeal	An Assessment Appeal is an appeal against an assessment decision, made by submitting an Assessment Appeal Form.

#### 2) Supporting documentation

Document name	Document type	Location
Academic Appeals Policy	Policy	Internal
Student Code of Conduct	Policy	Internal
Student Handbook	Policy Guide	Internal
TEQSA Threshold Standards 2015 Standards 2.3 Diversity and Equity, 2.3 Wellbeing and Safety, and 2 .4 Student Grievances and Appeals		

## Section 4 – Change History

### 1) Change History

Version	Approval date	Department	Approved by	Change
V1.0	04 May 2016	Group Accreditation & Compliance	Group Manager	Development of Group Policy replacing existing entity level policies
		Principal Executive Officer	CEO	
V1.1	18 May 2018	Group Accreditation & Compliance	Compliance Manager	Replaced CTTT with ACPET
		Principal Executive Officer	CEO	
V1.2	09 October 2019	Group Accreditation & Compliance	Group Manager	Update to new template
		Technology & Design Division	General Manager	