



Australian Graduate School of Leadership

Policy register

Policy name	Student Grievance		
Version	1.0	Status	Approved by Board of Directors
Communication	To all staff, students and prospective students	Date	21 January 2013

Printing this document may render it out of date. Please refer to the latest online version at <http://imia.edu.au/reference>

Related Policies	<ul style="list-style-type: none">• Academic Misconduct• Assessment• Doctoral Supervision and Assessment• Grading• Human Resources• Privacy• Special Consideration• Student Consultation
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1. Preamble

The Grievance and Complaints procedure is intended to cover situations where students believe they have been subjected to harassment, discrimination or unfair treatment during the course of their studies. The Grievance and Complaints procedure is not intended to apply to circumstances for which formal appeals mechanisms, such as assessment appeals, are in place. For information regarding academic appeals (e.g. appeals to change a grade), see the Grading policy.

2. Scope

This policy applies to all staff and students of AGSL. Students may make a complaint about other students, academic and support staff, visitors and people external to AGSL with whom students must interact in relation to their course. This policy applies whether or not an incident occurs on AGSL property.

3. Principles

Confidentiality

Only the people directly involved in the grievance/complaint, or in sorting it out, have access to information about a grievance/complaint. No student details will be disclosed to a third party without the written consent of the student.

Impartiality (fairness)

All parties involved get a chance to explain their side of the situation. No assumptions or prejudgements are made or actions taken until all relevant information has been collected. All parties have access to support if they want or need it.

Freedom from Unfair Repercussions or Victimisation

AGSL does not accept victimisation of anyone who lodges a grievance/complaint or of those helping to resolve it. Victimisation will be subject to disciplinary procedures.

Grievances/Complaints are Sorted Out with a Minimum of Fuss

The procedures aim to enable grievances/complaints to be sorted out at the lowest level possible with the minimum of fuss. In many cases, grievances and complaints can be resolved by agreement between the people involved with no need for formal action.

Timeliness

Grievances/complaints will be dealt with as quickly as possible.

Sensitivity

All staff involved in grievances/complaints will treat all grievances/complaints sensitively.

4. Procedure

Step 1

The student should try to resolve the problem with the person or people involved.

Step 2

The student should contact AGSL Administration, who will convey information about the grievance to the Registrar.

Phone: 02 9233 4200

Email: admin@imia.edu.au

The Registrar will help with obtaining information, assist the student in deciding the best way to deal with the problem, on request accompany the student to any meeting about the problem and/or refer the student to an appropriate person who can resolve the problem. The Registrar is not to take any step without the consent of the student. Each complaint and/or grievance, appeal and its outcome will be recorded in writing. The student will be given a written statement of any appeal outcome including the reasons for the decision in writing.

Time line for Step 2: Three weeks

Step 3

The aim of the Grievance/complaints procedure is, in the first instance, to try to resolve problems informally. After discussing options with the Registrar, the student may choose to resolve his or her grievance formally through the Executive Dean/Executive Dean.

If an informal process is inappropriate, or if the student is unhappy with the outcome of an informal approach, he or she may make a formal complaint to AGSL's Executive Dean/Executive Dean. Formalisation can occur at any stage of the resolution process. To make a formal complaint the student must fill in a Formal Grievance Report Form (see Appendix A), attach a full description of the grievance and any supporting documents and send these to the Registrar. The Registrar will then work with the Executive Dean/Executive Dean to attempt to resolve the complaint.

Time line for Step 3: One month

Outcomes

Where a student lodges a formal complaint, they will receive written notification of the outcome of their grievance. The outcome will be consistent with the seriousness of the grievance and outcomes shall be applied consistently throughout AGSL. Possible outcomes include (without limitation):

- The student's grievance is addressed by gaining a better understanding of the situation through the grievance process;
- A mutually acceptable resolution is reached as a result of mediation or conciliation;
- The student receives an apology and the issue or behaviour that was the basis of their complaint is modified.

In more serious cases, the staff member or student concerned may be formally disciplined. Formal warnings about inappropriate behaviour are a common outcome in the first instance, unless the behaviour is of a very serious nature (for example, involving repeated incidents of inappropriate behaviour or serious breaches of the code of conduct). The most serious breaches may result in exclusion (for students) or dismissal (for staff).

Appeals

If the Registrar is unable to achieve a resolution or the student is not happy with the resolution determined by the Executive Dean and wishes to proceed with the grievance, the Registrar will forward the grievance to the Board of Directors for consideration. The Board of Directors will investigate the grievance and make recommendations to the Registrar. Appeal to the Board of Directors is the final internal stage of the student grievance process.

5. Who else can help?

Below is a list of contacts who can help with resolving student grievances. Students should ensure that they have exhausted internal avenues of escalation before contacting these groups. This list is not exhaustive.

NSW Anti-Discrimination Board

<http://www.lawlink.nsw.gov.au/adb>

NSW Department of Fair Trading

<http://www.fairtrading.nsw.gov.au/>

NSW Department of Education and Communities

<http://www.det.nsw.edu.au/>

Human Rights and Equal Opportunity Commission

<http://www.hreoc.gov.au>

NSW Ombudsman

<http://www.ombo.nsw.gov.au>

6. Responsibilities

The following are responsible for application of this policy:

- Registrar
- Executive DeanExecutive Dean
- Board of Directors

7. Appendix A – Student Grievance Form

Before lodging a formal written grievance, please ensure that you have read, understood and followed the procedure outlined in the Student Grievance policy document (available from <http://imia.edu.au/reference>). If there is not enough space in any field below, continue your response on the back of this page or on appended pages, indicating the number of the field that is being continued.

1) Student No		2) Date the grievance occurred	
3) Salutation (Mr, Mrs, etc)	4) Surname		5) Given name(s)
6) Postal address			
7) Email address		8) Phone number (include area codes)	
8) Course		9) Subject	
10) Describe your grievance in detail			
11) Describe in detail any physical or other evidence that supports your grievance complaint			
12) Provide a brief summary of actions taken to date to attempt to resolve this grievance			
13) Student's signature		14) Date of lodgement	

