

Student Grievances Policy and Procedure

Definitions

For the purposes of this document the following applies:

The organisation refers to GET Education Australia. (National RTO Provider Code: 31401),

VET Quality Framework refers to the [standards](#), financial and administrative requirements applying to the delivery of vocational training by organisations registered by the national VET regulator.

Academic grievances relate to student academic progress, assessment, subject/unit content or academic/attendance records in a program or course of study.

Non-Academic grievances do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances generally arise from events occurring at a provider or from business decisions made by a provider.

Complainant refers to Students (as defined above) who have lodged a grievance or complaint with GET Education Australia or Workplace Health and Safety Services Pty Ltd.

1. Overview

The organisation is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students in accordance with the Australian VET quality framework. This policy covers both academic and non-academic grievances and appeals.

An informal complaint or grievance is a concern about academic matters, perceived discrimination, a situation, a process, a person or people, a facility or a support service provided by the organization, which the student brings to the attention of the organisation in an informal way, i.e. it is spoken about to a staff member, not submitted in writing.

A formal complaint or grievance takes place if grievance cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing.

Academic matters include those matters which relate to student progress, assessment, course content, RPL application results, Credit and Credit Transfer application results or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

2. Responsibility

The Principal Executive Officer/Director is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

3. General principles

These principles, which will be adhered to by the organisation and apply to all stages of this grievance procedure:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.

- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimized.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and retained by GET Education Australia, Level 6/140 Creek Street, Brisbane 4000.
- A Complainant shall have access to this grievance procedure at no cost.

4. Formal Grievance and Appeal Procedure

4.1 Stage One

Formal grievances for **Academic Maters** should be submitted in writing using the [Student Formal Grievance and Appeal Form for Academic Decision](#) to The Manager Phone: at 1300 370 931 GET Education Australia, Level 6/140 Creek Street, Brisbane 4000.

Formal grievances for all **Non-Academic Maters** should be submitted in writing using the [Student Formal Grievance and Appeal Form](#) to the General Manager 1300 370 931 GET Education Australia, Level 6/140 Creek Street, Brisbane 4000.

The following information needs to be provided in writing on or accompanying the form:

- a. details of the complaint;
- b. supporting information that the complainant wishes to have considered;
- c. an explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory; and
- d. what the complainant thinks needs to be done to address his/her concerns

The Manager will assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 working days. The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

4.2 Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing using the **Student Formal Grievance and Appeal Form for Academic Decision** or using the **Student Formal Grievance and Appeal Form** with the Student Grievance Committee at GET Education Australia, Level 6/140 Creek Street, Brisbane 4000.

The Complainant's appeal will be determined by the Student Grievance Committee who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing by the Student Grievance Committee of the outcome of their appeal, including the reasons for the decision within 10 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

4.3 Stage Three

Domestic students:

If the Complainant is not satisfied with the outcome of Stage Two and they are a domestic student studying within Australia they may lodge an external appeal to the Queensland - Department of Justice and Attorney General's office at <http://www.justice.qld.gov.au/> or telephone 07-3239 6269 for more information.

Remedial action:

The organisation agrees to be bound by any external reviewer's recommendations and the Chief Executive Officer/Director will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external reviewer.

5. Publication

This *Student Grievance Policy and Procedure (Academic and Non-academic)* will be made available to students and those seeking to enroll with the organisation through publication on its website/s.

6. Approval

This Policy and Procedure was agreed to and ratified by the CEO Get Education in consultation with industry bodies on 20th July 2016

Essential Supporting Documents

Internal

Student Formal Grievance and Appeal Form for Academic Decision

Student Formal Grievance and Appeal Form (Non Academic Issues)

External

[http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-\(rtos\)-2015.html](http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-(rtos)-2015.html)