

## **Student Grievance Policy**

**24 May 2011**

### **1.0 Purpose**

To provide a mechanism by which student grievances are handled.

Timber Training Creswick Ltd. is committed to the development and maintenance of good relationships and to this end, seeks to foster communication and encourage co-operation amongst all staff and students. Timber Training Creswick Ltd. aims to, and will foster, an environment in which all issues can be satisfactorily resolved.

It is recognised that students have the right to register their concerns or appeal where they believe there has been a decision, act or omission which is considered unjust, wrongful or at variance with official Timber Training Creswick Ltd. policy and procedure.

Timber Training Creswick Ltd. has a strong preference for solving grievances at the local level. However in exceptional circumstances, a more formal approach may be necessary as outlined below. At all times, Timber Training Creswick Ltd. respects the student's right to confidentiality.

### **2.0 Scope**

The student grievance procedure applies to all currently enrolled students or applicants for workplace assessments conducted by Timber Training Creswick Ltd. The scope of this procedure is restricted to appeals and grievances other than those covered under Government legislation.

### **3.0 Definitions**

Student Grievance is defined as:

- (a) A complaint arising from a situation within the control of the Timber Training Creswick Ltd.
- (b) Any educational matter which causes a student serious concern.
- (c) An appeal against an assessment decision.

Grievances may include, but are not restricted to, facilities, teaching, provision of services, curriculum, academic or administrative procedures and decisions.

### **4.0 References**

Nil

### **5.0 Responsibilities**

### **5.1 STAFF MEMBER CONCERNED**

Staff member concerned will deal directly with the grievance. A Written Record should be completed and if the grievance cannot be resolved at this level, the student should be referred to the Manager.

### **5.2 MANAGER**

The Manager should also record details of the complaint on a Written Record and advise the student that a resolution process will be initiated within 5 working days. The Manager should attempt to make a decision to resolve the issue.

### **5.3 INDEPENDENT ARBITER**

In the event of failure to resolve the grievance by the manager, an independent arbiter may be appointed to deal with the grievance. Such independent arbiter must be familiar with typical VET education processes and procedures.

## **6.0 Procedure**

**6.1** The staff member concerned will deal directly with the grievance. The staff member should hear and consider the complaint and where it is in his/her authority to take action to resolve the issue, to do so. The staff member should complete a Written Record detailing the nature of the grievance, steps taken to resolve the issue and any further recommended action. The form, to be countersigned by the student, should be kept on a "Complaints register" in the manager's office.

**6.2** A student grievance which is not resolved by the teacher should be referred to the Manager. The details of the complaint are to be taken down by the Manager and the student advised that a resolution process will be initiated within five working days to acknowledge receipt of the student complaint.

**6.3** The Manager will convene a meeting with the student and the instructor concerned to discuss the complaint and look at means of arriving at an acceptable solution. A record of the meeting and recommended action should be kept. The Manager is to advise the student in writing of the resolution. The decision made by the Manager will be final.

**6.4** In the event of a grievance or appeal against the Manager a Company Director or independent arbiter will be asked to convene a meeting to discuss the complaint and look at means of arriving at an acceptable solution. This person will advise the student in writing of the resolution. The decision made by this person will be final.

**6.5** A grievance is deemed to have been resolved when:

- (a) The complainant lodges a written withdrawal of the grievance: or
- (b) A resolution has been reached and the complainant advised in writing.