

Academic and Non-Academic Grievance Handling Policy and Procedure

1. Overview

- 1.1. Australian Institute of Business (AIB) is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.
- 1.2. AIB aims to:
 - 1.2.1. Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
 - 1.2.2. Set in place a grievance handling system that is client focussed and helps AIB to prevent grievances from recurring;
 - 1.2.3. Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
 - 1.2.4. Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
 - 1.2.5. Ensure that there is a consistent response to grievances.
- 1.3. A grievance can be defined as a person's expression of dissatisfaction with any aspect of AIB's services and activities, including both academic and non-academic matters, such as:
 - 1.3.1. the enrolment, induction/orientation process;
 - 1.3.2. the quality of education provided;
 - 1.3.3. academic issues, including student progress, assessment, curriculum and awards in a course of study;
 - 1.3.4. handling of personal information and access to personal records;
 - 1.3.5. the way someone has been treated.
- 1.4. These grievance procedures are designed to ensure that AIB responds effectively to individual cases of dissatisfaction.

2. Policy coverage

In relation to non-academic grievances, the term "complainant" applies to both current students of AIB and persons seeking to enrol with AIB. These grievance procedures will be made available to complainants via the AIB website regardless of the location of the campus at which the grievance has arisen, the mode in which they study or their place of residence.

3. Before an issue becomes a formal grievance

- 3.1. Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by

contacting Student Support Services in person or by phoning (08) 8212 8111, and asking to speak to the Registrar.

- 3.2. If the issue relates to a student's dissatisfaction with an assessment or subject grade, the student will be referred to the Director of Studies (or nominee) to attempt to resolve the matter informally.

4. Procedure

- 4.1. This procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include issues related to student progress, assessment, curriculum and awards in a course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that AIB holds in relation to an individual.
- 4.2. During all stages of this procedure AIB will take all steps to ensure that:
 - 4.2.1. the complainant and any respondent will not be victimised or discriminated against;
 - 4.2.2. the complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings;
 - 4.2.3. a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent;
 - 4.2.4. where the internal or external grievance handling or appeal process results in a decision that supports the complainant, AIB will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome;
 - 4.2.5. there is no cost to the complainant during the internal stages of this grievance procedure.

5. Stage one – formal grievance:

- 5.1. Formal grievances must be submitted in writing marked to the attention of the Registrar as follows:

Registrar
82 Flinders Street
Adelaide South Australia 5000
- 5.2. Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within ten working days of the receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.
- 5.3. If the grievance is of an academic nature the Registrar will nominate the Director of Studies (or nominee) to handle the grievance. If the issue relates a student's dissatisfaction with an assessment or subject grade, and it cannot be resolved by the Director of Studies (or nominee) informally as referred to in section 3.2, then the other subsections of this section 5 will not apply and the student should refer to the Assessment Policy and Procedures which outlines the process of re-marking assessments.
- 5.4. The Registrar, or their nominee, will if necessary, seek to clarify the outcome that the complainant hopes to achieve.

5.5. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

5.6. The Registrar, or their nominee, will then endeavour to resolve the grievance and will provide a written report (“Written Report”) to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten working days.

6. Stage two – internal appeal:

6.1. If a complainant is dissatisfied with the outcome of their formal grievance they may lodge a written appeal to the Appeals Committee within 10 working days of the date of the Written Report.

6.2. The Appeals Committee will consist of the following members:

6.2.1. A member of the Academic Board, and

6.2.2. 2 academic staff members.

6.3. The Appeals Committee will consult with the complainant and other relevant parties within ten working days of receipt of the appeal. Where possible such consultations should take the form of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these interviews.

6.4. Following the consultation, the Appeals Committee will provide a written report (“Internal Appeal Report”) to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within 20 working days receipt of the appeal.

6.5. Notwithstanding anything else in this section 6, if a student is dissatisfied after following the process for re-marking assessments referred to in section 5.3 above, the student will not be able to lodge an internal appeal referred to in this clause 6 but is entitled to lodge an external appeal as contemplated in the Assessment Policy and Procedures.

7. Stage three – external appeal:

7.1. If the complainant is dissatisfied with the outcome of their internal appeal (or the re-marking referred to in section 5.3 above), they may lodge an external appeal within 10 working days of the date of the Internal Appeal Report (or within 10 working days of when the re-marked grade was sent). The purpose of an external appeal is not to review the determination of the internal appeal or re-marking (for example the external review will not review what an assessment or subject grade should be) but rather it will evaluate whether the policies and procedures of the internal appeal or re-marking process were complied with. Due consideration of any recommendation arising from the external review will be given.

7.2. The external appeal is handled by the Office of the Training Advocate and the contact details are:

Postal address: GPO Box 320 Adelaide SA 5001

Street address: 55 Currie Street, Adelaide SA 5000

Telephone: 1800 006 488
Email: trainingadvocate@aib.edu.au
Website: <http://www.trainingadvocate.sa.gov.au/>

7.3. The services of the Office of the Training Advocate are provided free of charge.

8. Further action

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

9. Enrolment status

Where an international student (which is any student studying at the AIB Adelaide campus on a student visa) chooses to access this policy and procedure, AIB will maintain that person's enrolment while the grievance handling process is ongoing. This does not necessarily mean that the student will be entitled to attend workshops, submit assessments or undertake examinations. According to the Education Services for Overseas Students Act 2000 (ESOS Act), "maintain the student's enrolment" means that AIB will not notify the Department of Education, Employment & Workplace Relations of any change to the student's enrolment status through the Provider Registration and International Students Management System (PRISMS), in certain circumstances as specified in the ESOS Act and the National Code Explanatory Guide.

10. Record keeping & confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Registrar. These records will be maintained at 82 Flinders Street, Adelaide, South Australia, 5000. All records relating to grievances will be treated as confidential and will be covered by AIB's Privacy and Personal Information Policy.

11. Approval, publication and training

This Policy and Procedure was agreed to and ratified by the Board of Directors on 31 October 2011. This Policy and Procedure will be made available to students and persons seeking to enrol with AIB through reference in the Student Handbook and on AIB's website (www.aib.edu.au). For the purposes of communicating to and training staff, this Policy and Procedure will be referenced in the Staff Handbook and form part of the staff induction process (which will be facilitated by the Chief Executive).

Related Forms:

Nil

Responsibility:

Registrar

Related Policies:

Academic Integrity

Student Misconduct/Discipline

Academic Progress

Research Higher Degrees
Privacy and Personal Information
Assessment Policy and Procedures

Current Status: **Version 4**
Approved By: Board of Directors
Date of Approval: 31 October 2011
 30 May 2011
Previous versions: 5 November 2010
 9 December 2008