



ACADEMIC AND NON-ACADEMIC GRIEVANCE HANDLING POLICY AND PROCEDURE

Purpose

To provide a framework for addressing student grievances of an academic and non-academic nature. This policy explains how students may seek to raise their grievance to the attention of AIB.

Scope

This policy applies to all AIB students.

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Academic Director means AIB's Academic Director or nominee

Written Response is as defined in section 4.5 below

Internal Appeal Report is as defined in section 5.5 below

Complainant is any prospective or current student of AIB who has an academic or non-academic grievance.

Details

1. Overview

- 1.1. 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:
 - (a) To protect the rights of students and the reputation of AIB;
 - (b) Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
 - (c) Set in place a grievance handling system that is student focussed and helps AIB to prevent grievances from recurring;
 - (d) Ensure that any grievances are resolved promptly, objectively and with sensitivity and confidentially unless otherwise required by law;
 - (e) Ensure that the views of each Complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
 - (f) 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 (or its teaching centres', or related parties') services and activities, including both academic and non-academic matters, such as:
 - (a) the enrolment, induction/orientation process;
 - (b) the quality of education provided;

- (c) academic issues, including student progress, assessment, curriculum and awards in a course of study;
 - (d) handling of personal information and access to personal records;
 - (e) the way someone has been treated.
- 1.4. These grievance procedures are designed to ensure that AIB responds effectively to individual cases of dissatisfaction.
- 1.5. A written record of student grievances and outcomes shall be kept in hard copy or electronically in the student file. A summary of student grievance information will be kept secure within a grievance register.
- 1.6. At all times throughout any formal or informal academic or non-academic grievance process, Complainants are entitled to seek independent professional advice, advocacy and/or other support should they require it.
- 1.7. This document is 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. Complainants can access AIB's grievance handling process without any fee or charge imposed by AIB.

2. Before an issue becomes a formal grievance

- 2.1. Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned within 10 days of the event or a relevant dated written AIB correspondence. There are staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting the relevant Academic staff member or Student Support officer in person, by email or by calling (08) 8212 8111.
- 2.2. If the issue relates to a student's dissatisfaction with an assessment or subject mark/grade, the student must refer to section 7.3 of the Assessment Policy and Procedure which relates to re-marking assessments.

3. Procedure

- 3.1. 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.
- 3.2. During all stages of this procedure:
- (a) the Complainant and any respondent will not be victimised or discriminated against;
 - (b) if requested the Complainant will have 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;
 - (c) a full explanation in writing for decisions and actions taken as part of the formal process will be provided;

- (d) where the internal or external grievance handling or appeal process results in a decision that supports the Complainant, AIB will promptly implement any decision and/or corrective and preventative action required and advise the Complainant of the outcome.
- (e) where required, a Complainant may seek an appointment with the Academic Director or nominee so that this policy and associated procedures may be explained in plain English. The Complainant has the right to be accompanied by a support person.

4. Stage one – formal grievance:

- 4.1. After following the process referred to in section 2 above, Complainants may submit a formal grievance in relation to academic and non-academic issues.
- 4.2. Formal grievances must be submitted in writing using the appropriate Academic and Non Academic Grievance Form (together with details and documentary evidence) marked to the attention of the Academic Director at the address for the Adelaide campus detailed in the AIB website or emailed to quality@aib.edu.au. Submission must take place within 10 working days after completion of the informal process described in section 2.
- 4.3. Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within 10 working days of the receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.
- 4.4. The Academic Director, will if necessary, seek to clarify the outcome that the Complainant hopes to achieve. 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.
- 4.5. The Academic Director, will then endeavour to resolve the grievance and will provide a written response (“Written Response”) to the Complainant as soon as practicable. The Written Response will include details on the steps taken to address the grievance, the outcome, the reasons for the decision and further avenues of appeal.
- 4.6. Generally, in terms of actioning the process referred to in this section 4:
 - (a) if the grievance relates to an academic issue, the Academic Director will action the process, and
 - (b) if the grievance relates to a non-academic issue, the Academic Director will nominate the head of the relevant department (or suitable alternative) to action the process.

5. Stage two – internal appeal:

- 5.1. If a Complainant is dissatisfied with the outcome of their formal grievance they may lodge a written appeal using the appropriate Academic and Non Academic Grievance Form (together with new details and documentary evidence) to the Appeals Committee within 10 working days of the date of the Written Response. If it is not lodged within this timeframe, the outcome of the Written Response will stand.

- 5.2. Receipt of the appeal will be acknowledged in writing. The appeal process will commence within 10 working days of receipt of the appeal and all reasonable measures will be taken to finalise the appeal process as soon as practicable.
- 5.3. The Appeals Committee will consist of the following members:
 - (a) A member of the Academic Board, and
 - (b) 2 academic staff members.
- 5.4. The Appeals Committee may at their discretion consult with the Complainant and other relevant parties. 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.
- 5.5. As soon as practicable, the Appeals Committee will provide a written report (“Internal Appeal Report”) to the Complainant advising the additional steps taken to address the grievance, including the outcome, the reasons for the decision, and further avenues of appeal.

6. Stage three – external appeal:

- 6.1. If the Complainant is dissatisfied with the outcome of their internal appeal, they may lodge an external appeal within 10 working days of the date of the Internal Appeal Report.
- 6.2. External appeals lodged after the timeframes stipulated above may not be considered.
- 6.3. The purpose of an external appeal is not to review the determination of the internal appeal or outcome of the formal re-marking request (for example the external review will not review what an assessment or subject mark/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.
- 6.4. 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:	Level 5, 131 – 139 Grenfell Street, Adelaide (RAA Building)
Telephone:	1800 006 488
Email:	trainingadvocate@sa.gov.au
Website:	http://www.trainingadvocate.sa.gov.au/
- 6.5. The services of the Office of the Training Advocate are provided free of charge.
- 6.6. For international onshore students, the external grievance is handled by the Overseas Student Ombudsman:

The Overseas Student Ombudsman is an independent, impartial free service provided by the Australian Government for Student Visa holders, or ‘International Onshore Students’ enrolled at AIB. Such students can contact the OSO using these details:

Telephone: 1300 362 072 (calls from mobile phones attract mobile phone rates) or +61 2 6276 0111
Mail: OSO, GPO Box 442, Canberra, ACT, 2601, AUSTRALIA
Online: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students/>.

7. 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.

8. Enrolment status

Where an International Onshore Student 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 ESOS Act, "maintain the student's enrolment" means that the student's enrolment status as recorded on PRISMS remains unchanged. However, where the final outcome results in the cancellation of enrolment, AIB is obliged to notify DET via PRISMS of such cancellation which may affect the validity of the associated student visa.

9. 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 Academic Director. These records will be maintained at AIB's Adelaide campus. All records relating to grievances will be treated as confidential and will be covered by AIB's Privacy Policy. In exceptional circumstances AIB may be legally obliged to report concerns for safety and/ welfare of its students, staff and property.

10. Approval, publication and training

This Policy and Procedure was agreed to and ratified by the Board of Directors. 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 staff training.

Related Forms:

Academic and Non Academic Grievance Forms

Related Policies:

Academic Integrity Policy
Student Misconduct and Discipline Policy
Academic Progress Policy
Research Degree Administration Policy and Procedure
Privacy Policy
Assessment Policy and Procedure

Legislative Reference(s):

Higher Education Standards Framework (Threshold Standards), Provider Registration Standard 6.4
Higher Education Support Act (HESA) 2003, Section 19-5
RTO Standards 2015, Standard 6
National Code Part D, Standards 3.2d, 8

Responsibility:

Academic Director

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