

ACADEMIC AND NON-ACADEMIC GRIEVANCE HANDLING PROCEDURE

Governing Policy

Academic and Non-Academic Grievance Handling Policy

Purpose

This procedure explains how students may seek to raise their grievance to the attention of AIB, and the process for AIB to follow in resolving them.

Definitions

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

Written Response is as defined in section 3.5 below

Internal Appeal Report is as defined in section 4.5 below

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

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, including allegations of bullying, assault or sexual harassment.

Procedure

1. Procedure Overview

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 sexual harassment, cyberbullying and grievances in relation to personal information that AIB holds about an individual. AIB acknowledges that students may at times complain about elements of their student experience. This is different from Grievance which requires resolution under this policy and procedure.

- 1.1. The review process will have regard to both policies and equitable outcomes for students.
- 1.2. During all stages of this procedure:
 - (a) the Complainant and any respondent will not be victimised or discriminated against;

- (b) the Complainant will have an opportunity to formally present their case;
- (c) each party to a grievance may be accompanied and assisted by a support person at any relevant meetings; support person is usually a family member or a friend in a capacity of an observer and support;
- (d) a full explanation in writing for decisions and actions taken as part of the formal process will be provided by AIB to the Complainant;
- (e) 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, including remedy where applicable, required and advise the Complainant of the outcome;
- (f) where required, a Complainant may seek an appointment with the Academic Dean or nominee so that this policy and associated procedures may be explained.

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. 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 10.3 of the Assessment Procedure which relates to re-marking assessments.

3. Stage One – Formal Grievance

- 3.1. After following the process referred to in section 2 above, Complainants may submit a formal grievance in relation to academic and non-academic issues.
- 3.2. Formal grievances must be submitted in writing using the Formal Grievance Form (together with details and documentary evidence) marked to the attention of the Academic Dean at the address for the Adelaide campus detailed in the AIB website or emailed to quality@aib.edu.au. Submission should normally occur within 10 working days after completion of the informal process described in section 2 and within 1 year.
- 3.3. Receipt of the grievance will be acknowledged in writing via email by the designated administrator. 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, usually within 1 calendar month.
- 3.4. The Academic Dean, 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 support person to accompany them.
- 3.5. The Academic Dean will then endeavour to resolve the grievance and will provide a written response ("Written Response") to the Complainant as soon as practicable, usually within 10 working days from the resolution date. 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.

- 3.6. Generally, in terms of actioning the process referred to in this section 4:
 - (a) if the grievance relates to an academic issue, the Academic Dean will action the process, and
 - (b) if the grievance relates to a non-academic issue, the Academic Dean will nominate the head of the relevant department (or suitable alternative) to action the process.

4. Stage Two – Internal Appeal

- 4.1. If a Complainant is dissatisfied with the outcome of their formal grievance they may lodge a written appeal using the Internal Appeal Form (together with new details and documentary evidence) marked to the attention of Student Appeals Committee at the address for the Adelaide campus detailed in the AIB website or emailed to quality@aib.edu.au 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.
- 4.2. Receipt of the appeal will be acknowledged in writing via email by the designated administrator who will convene the Students Appeals Committee. 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, usually within 1 calendar month.
- 4.3. The Student Appeals Committee will consist of the following members who will be appointed by the Academic Dean:
 - (a) A member of the Academic Board (as Chair), and
 - (b) 2 academic staff members, and
 - (c) either the Diversity Equity Officer or a Student Central representative.

The members of the Student Appeals Committee will be independent from the original decision made in Stage One.

- 4.4. The Student 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 support person to accompany them to these discussions.
- 4.5. As soon as practicable, the Student Appeals Committee will provide a written report (“Internal Appeal Report”) to the Complainant usually within 10 working days from the sitting of the committee. The Internal Appeal Report will contain information about the additional steps taken to address the grievance, including the outcome, the reasons for the decision, and further avenues of appeal.

5. Stage Three – External Appeal

- 5.1. 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.
- 5.2. External appeals lodged after the timeframes stipulated above may not be considered.
- 5.3. 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.

- 5.4. 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/>

- 5.5. The Office of the Training Advocate also provides advocacy services for students. They can speak or negotiate on behalf of a student in addressing any training related problem or dispute.

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

6. Further Action

- 6.1. 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 relevant Australian Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies. Where appropriate, required by law or requested by the student, some internal Grievances may need to be referred externally.

7. Record Keeping & Confidentiality

- 7.1. A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least seven years to allow all parties to the grievance appropriate access to these records, upon written request to the Academic Dean. These records will be maintained at AIB's Adelaide campus.
- 7.2. 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.

8. Reporting to Governance Body

A summary report of all grievances handled under this procedure, their outcomes and details of suitable improvements as appropriate shall be reported regularly to the Teaching & Learning Committee and the Academic Board who will raise any issues and/or observations to the attention of the Board of Directors.

9. Publication and Training

This procedure and its governing policy 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 procedure will be referenced in staff training.

Related Forms:

Formal Grievance Form
Internal Appeal Form

Responsibility:

Academic Dean

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