DEFINITIONS
For the purposes of this document the following applies:

The organisation refers to Shafston House College Limited (National RTO Provider Code: 32004), trading as Service Skills Academy and Mary McConnel School of Early Childhood.

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 Service Skills Academy or Mary McConnel School of Early Childhood.

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.

1.1 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.

1.2 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.

1.3 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.

1.4 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 Shafston House College Limited, 46 Thorn Street, Kangaroo Point QLD 4169.
- 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 Matters** should be submitted in writing using the **Student Formal Grievance and Appeal Form for Academic Decision** to the General Manager (Phone: 07 3249 4157) at Shafston House College Limited, 46 Thorn Street, Kangaroo Point QLD 4169.

Formal grievances for all **Non-Academic Matters** should be submitted in writing using the **Student Formal Grievance and Appeal Form** to the General Manager (Phone: 07 3249 4101) at Shafston House College Limited, 46 Thorn Street, Kangaroo Point QLD 4169.

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 General 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 Shafston House College Limited, 46 Thorn Street, Kangaroo Point QLD 4169.

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.

Overseas students:

If the Complainant is dissatisfied with the outcome of their appeal and they are an overseas student then they may lodge an external appeal by contacting the Overseas Students Ombudsman.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. Refer to the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Remedial action:

The organisation agrees to be bound by any external reviewer’s recommendations and the Principal 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 VET Management Group SSA on 30 September 2014.
7. Essential Supporting Documents

Internal
Student Formal Grievance and Appeal Form for Academic Decision
Student Formal Grievance and Appeal Form (Non Academic Issues)

External
Higher Education Support Act 2003 – Schedule 1A (VET FEE-HELP Assistance Scheme)