



Document ID:	STS 4.2 Grievance Policy
Responsibility:	Managing Director
Issue date:	27/06/2006
Version Number	4

POLICY TITLE: GRIEVANCE POLICY

AMENDMENT HISTORY:

Issue Date:	Summary of Changes
12 January, 2006	Changes to Final Draft
23/2/2006	n/a
26/10/2006	Update to reflect organizational staffing changes at ACN / update of document ID references
29/6/07	Updated to comply with Standard 7, NCode 07

PURPOSE:

The following policy is intended to define the circumstances under which a student may seek appeal for a decision or an outcome to an administrative or academic decision made by a member of staff at ACN.

The procedures within this Grievance Policy are intended to also provide direction and advice to students on what other internal and external authorities can be accessed in pursuit of their grievance.

SCOPE:

This policy applies to all students enrolled at ACN.

PROCEDURE:

A grievance is any type of problem, concern or complaint about the student's study or study environment. For example, they may have a grievance about:

- Class placement
- Exam results
- University enrolment, including request to transfer prior to completing six months of the principal course
- Tuition Fees
- Homestay
- Discrimination or harassment

This Grievance Policy sets out the steps available to students experiencing problems and the authorities to which a student may escalate a problem. Students are specifically referred to the ACN Harassment and Bullying Policy for further advice and reference.

This procedure begins with the first point of contact for dealing with a student's problem/s and then moving on through the steps that may be taken until the problem has been solved. If ACN is unable to solve the problem, the student may seek external help in order to resolve the grievance.

RESPONSIBILITY/AUTHORITY

The Academic Director is responsible for communicating this policy to students by enrolment procedures, the Managing Director is responsible for displaying the policy on the ACN Web site, and any public awareness campaigns necessary. Oversight for administration of this policy is the responsibility of the Managing Director.

The Managing Director is responsible for the integrity of the overall administration all of all ACN policies.

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POLICY

Depending on the problem (examples listed on the left) a student may contact the following:

1. A Teacher	Academic Director
2. Fellow Student	Lecturer <i>then</i> Academic Director
3. Subjects or program*	Lecturer <i>then</i> Academic Director
4. Examinations	Lecturer <i>then</i> Academic Director
5. Manager, Academic Services Unit	Academic Director
6. Fees or payments	Manager, Admissions
7. Front Desk administration staff	Manager, Admissions
8. Other administrative staff	Managing Director
9. Managing Director	ACL Group Managing Director
10. Homestay service	Your Homestay provider <i>or</i> Manager, Admissions
11. Academic Director	Managing Director
12. Academic issues	Academic Director
13. Personal issues	Manager, Academic Services Unit (may refer to trained to psychologist or counsellor)
	* where academic issues cannot be resolved satisfactorily within ACN external recourse is available to La Trobe University via Associate Dean (External Programs, Faculty of Law and Management, La Trobe University, Victoria 3086; Telephone (03) 9479 1111
14. Appeals process	Academic Director or Managing Director
15. External authorities	Consider <ul style="list-style-type: none"> - <i>Department of Fair Trading</i> 13 3220 - <i>Australian Competition and Consumer Commission (ACCC)</i> 1300-302-502 - <i>Department of Immigration, Multicultural, and Indigenous Affairs (DIMIA):</i> http://www.dimia.gov.au/contacts/aust.htm, 131881

In the event that the result of the above process is still unsatisfactory, students are advised that (a) The Chief Executive Officer of the relevant Education Departments of each state has the power under the ESOS Act 2000 to suspend or cancel the registration of a provider or a course; and (b) students concerned about the conduct of a provider may contact officers of the Education Department involved in the administration of the ESOS Act 2000, and (c) the dispute resolution process does not prevent a student from exercising the student's rights to other legal remedies.

The Grievance Policy is intended to be easy to use, trustworthy, confidential, fair and free of repercussions. It allows problems to be sorted out quickly in a sensitive manner without fuss or fear of victimization.

If students wish to make a general complaint or report a grievance, they may ask at the College reception for an *FORM ACN 0.4.6. F1:- Improvement Request* and advice on the process for dealing with a grievance.

Students seeking to appeal a decision to decline a student request to transfer prior to completing six months of their principal course with ACN / LTU must complete FORM ENR 3.4.1 F1 - Appeal of Declined Transfer Request.



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ELIGIBILITY TO CONTRIBUTE TO THE DEVELOPMENT OF THE GRIEVANCE POLICY

Students are advised that ACN welcomes feedback on its grievance policies and procedures.

Students should submit comments or questions to:

The Managing Director
Level 4, 71 York St
Sydney, 2000
9397 7600

REFERENCES:

Policy Number:	Policy Title
HRM7.2.2	Harassment and Bullying Policy
STS4.3	Non-Academic Student Misconduct Policy
FORM ACN 0.4.5. F1:-	Improvement Request
FORM ENR 3.4.1 F1 -	Appeal of Declined Transfer Request
ENR 3.4	Student Transfer Request Assessment