



Resolution of Student Grievances Policy & Procedures April 2010

Private and Confidential

Resolution of Student Grievances Policy & Procedures

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1.0 Overview

- 1.1. Performance English is committed to providing a safe, harmonious and productive learning environment. To this end the provision and maintenance of an effective, timely, fair and equitable grievance handling system has been developed. This system is easily accessible and offered to complainants at no charge.

This policy applies to all students enrolled at Performance English and may be utilised by their employees, contractors or teachers.

2.0 Policy Statement

- 2.1 Performance English aims to:

- Establish an environment that perceives grievances as an opportunity to improve the organisation and its operations
- Establish a grievance resolution system that acknowledges the needs of our students and aspires to prevent grievances from recurring
- Warrant that all resolutions are prompt, professional and confidential
- Ensure that the views of each party are respected and neither party is discriminated against nor victimised
- Ensure that there is a consistent response to grievances
- Ensure that records are accessible to parties involved and are stored securely and confidentially

- 2.2 Grievances Defined:

A grievance can be defined as a person's articulation of discontent with an aspect of the services and activities of Performance English.

Grievances may be an articulation of discontent with:

- The enrolment process
- The quality of education
- Access to personal records
- Student progress, assessment, and awards
- Curriculum
- Treatment of students or personnel

- 2.3 This policy allows for a complainant or respondent to be accompanied by a support person at grievance meetings.

- 2.4 A written record of the complaint or appeal is file securely and confidentially.
- 2.5 A formal written resolution outcome is provided to the complainant or appellant, outlining the reasons for the decision.
- 2.6 The process of formal lodgement of the complaint or appeal will commence within 10 working days of lodgement.
- 2.7 Performance English will maintain a student's enrolment while the grievance resolution process is ongoing.
- 2.8 Where the resolution favours the student, this policy states that Performance English will implement changes immediately and advise the student.

3.0 Informal Resolution

- 3.1 Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned. All Performance English staff are approachable and willing to assist in this regard. The Director of Studies is experienced at counseling students and is available to help students resolve their issues at this level.

Where students are dissatisfied with this outcome they are entitled to engage in the formal grievance procedures.

4.0 Procedure

- 4.1 Application

This procedure can be utilised by students and potential students seeking to enrol at Performance English.

Performance English will endeavour to ensure that neither party will be exposed to victimisation or discrimination.

- 4.2 Step One:

Formal grievances must be submitted in writing to the Director of Studies. Receipt of this grievance will be acknowledged within five working days.

The Director of Studies may seek clarification of the outcome the complainant wishes to achieve. Clarification may be sought by written or verbal request or

face-to-face meeting. As outlined in the Policy Statement, a complainant or respondent is entitled to be accompanied by a support person.

The Director of Studies will then endeavour to resolve the grievance and provide a written report, including details of the reasons for the outcome, to the complainant on steps taken to address the grievance within ten working days.

4.3 Step 2:

If the grievance remains unresolved and a complainant is dissatisfied with the outcome, the Principal Administrator will consult with all parties within 10 working days.

It is advisable that meetings should be face-to-face and as outlined in the Policy Statement, a complainant or respondent is entitled to be accompanied by a support person.

After the meeting the Principal Administrator will provide a written report, including details of the reasons for the outcome, to the complainant on further steps taken to address the grievance within 10 working days.

4.4 Step 3:

If the complainant is still dissatisfied with the outcome, the complainant is referred to The Office of Fair Trading (13 32 30) where they are eligible to lodge an external complaint or appeal.

5.0 Record Keeping and Confidentiality

- 5.1 Records of all formal grievances and their outcomes will be held confidentially at our Head Office to allow all parties appropriate access upon written request.

6.0 Publication

- 6.1 The Procedures for grievance resolution are presented to the students by publication in the Student Orientation Manual.