

Grievance Policy and Procedures: Academic and Non-Academic

Overview

Access Group Training Pty Limited (AGT) is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students.

Complainants are entitled to access this grievance procedure regardless of the location of course delivery, mode of study or the Complainant's place of residence. The term 'complainant' applies to both current students and persons seeking to enrol with AGT for academic and non-academic grievances.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of AGT's services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction/orientation process;
- the quality of education and support provided;
- academic issues, including student progress, assessment, course content or awards in a VET course of study.
- handling of personal information and access to personal records;
- the way someone has been treated.

The grievance procedure is designed to ensure AGT responds effectively to individual cases of dissatisfaction.

Policy Coverage

This policy is designed to cover all complainants including:

- Students and potential students who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of the Schedule 1A and meet the course requirements under subclause 45(1) of Schedule A1 of the Higher Education Support Act 2003; and
- Individuals who are not eligible for VET FEE-HELP assistance

Before an issue becomes a formal grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. This may be the trainer/assessor for academic issues such as assessment, finance officer for matters about fees and refunds or administration staff for personal records. There are staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting the relevant person directly or by phoning 1300 784 408.

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by AGT:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the 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 the respondent will be treated fairly and will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, 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 the respondent if requested.
- Records of all grievances will be kept for at least five years and accessibly to the relevant parties. These records will be kept confidential and stored in the Office of the AGT Training Manager.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One – formal grievance

Formal grievances are to be submitted in writing to:

Training Manager
Access Group Training
PO Box 1873
DUBBO NSW 2830

The AGT Training Manager will then assess the grievance, seek further clarification if required, determine the outcome and advise the Complainant in writing of their decision within 2 weeks. 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.

Stage Two – formal grievance

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing to:

James Jane
Managing Director
Access Group Training
PO Box 1873
DUBBO NSW 2830

The Complainant's appeal will be further reviewed by the Managing Director (who is senior to the original decision maker) by conducting all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 2 weeks receiving the complaint. The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three – external review

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by AGT.

The details for the external body and contact person are:

- Community Justice Centre (CJC), Phone: 1800 990 777

AGT will give due consideration to any recommendations arising from the external review and the Complainant will be advised in writing of the outcome, including the reasons for the decision, within 2 weeks from the mediation date.

If learners are not satisfied with the outcome of training related complaints and appeals after working through the above process they may contact the Registering body, ASQA on 1300 701 801 or www.asqa.gov.au/complaints/making-a-complaint.

Publication

This *Grievance Policy and Procedures: Academic and Non-Academic* will be made available to Students enrolled with Access Group Training and potential students through publication on the website www.agt.edu.au.

The Training Manager is responsible for the implementation of this policy and procedure and ensuring all staff are fully trained in its operation. Students and Complainants are made aware of its availability. This will occur upon staff induction and ongoing staff training and review.

This *Grievance Policy and Procedures: Academic and Non-Academic* was agreed to and ratified by the Board of Directors, on 7 November 2013