

International College of Management, Sydney

**ACADEMIC GRIEVANCE HANDLING AND RESOLUTION
POLICY & PROCEDURE**

Policy

The International College of Management, Sydney ("the Institution") is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible and offered at no charge.

We aim to:

- Develop a culture that views grievances as an opportunity to improve our organisation and how we work;
- Set in place a grievance handling system that is client focussed and helps us to prevent grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that we are consistent in our response to grievances.

A grievance can be defined as a person's expression of dissatisfaction with an aspect of the Institution's services and activities.

A grievance may be an expression of dissatisfaction with:

- The enrolment, induction/orientation process;
- The quality of academic education provided;
- Access to their personal records;
- The way they were treated.

It is our policy to ensure that the Institution responds effectively to individual cases of dissatisfaction.

Procedure

This procedure can be utilised by students and past students.

Stage One:

Formal academic grievances must be submitted in writing to the Registrar. Receipt of the grievance will be acknowledged within five working days.

The Registrar will then, if necessary, seek to clarify the academic outcome that the complainant hopes to achieve.

When such clarification occurs in a face-to-face interview with the complainant, they may ask another person to accompany them.

The Registrar will then endeavour to resolve the academic grievance and provide a written report to the complainant within fifteen working days on the steps taken to address the grievance.

A written report of the reasons and a full explanation of decisions and actions taken during stage one of this procedure will be made available to the complainant or respondent, upon request.

Stage Two:

If the academic grievance remains unresolved, the General Manager will consult with the complainant and other relevant parties.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation process, the General Manager will provide a written report to the complainant on the further steps taken to address the academic grievance within fifteen working days.

A written report of the reasons and a full explanation of decisions and actions taken during stage two of this procedure will be made available to the complainant or respondent, upon request.

Stage Three:

If the complainant remains unsatisfied with the outcome of their academic grievance, they may request that the matter be dealt with through an external dispute resolution process provided by the Australian Council for Private Education and Training (ACPET). ACPET do not charge a fee for this service.

The contact details for ACPET are as follows:

Australian Council for Private Education and Training (ACPET)

PO Box Q1076, QVB Post Office, Sydney NSW 1230

Ph: 1800 657 644 Fax: 02 9264 4550

Email: acpet@acpet.edu.au

The complainant or the respondent may ask another person to accompany them to meetings with ACPET.

Once ACPET have completed their review of the academic grievance under the external dispute resolution process, they will provide a written report to the complainant within fifteen working days on the recommended actions to resolve the grievance.

Any recommendations arising from any such external review will be forwarded to the ICMS Senate for ratification and published in the Academic Compendium and on the Institution's website.

A written report of the reasons and a full explanation of decisions and actions taken arising from the external dispute resolution process will be made available to the complainant or respondent, upon request.

If a academic grievance still remains unresolved after the external dispute resolution process, the aggrieved person may decide to refer the matter to an external agency such as The Anti-Discrimination Board or the Department of Fair Trading.

Record Keeping & Confidentiality:

Records of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to the Registrar. All records relating to complaints will be treated as confidential and will be covered by the Institution's Privacy Policy.

Additional Information:

If, at some stage in the future, the Institution delivers its courses at another campus or in a different mode of study then this procedure will be available to students or potential students regardless of the location of the campus at which the grievance has arisen or the mode in which they study.

Nothing in this *Academic Grievance Handling and Resolution Policy and Procedure* limits the rights of students to take action under Australia's Consumer Protection laws. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law. Also, these dispute resolution procedures do not circumscribe student's rights to pursue other legal remedies.

Publication:

Following ratification by the ICMS Senate this Policy and Procedure will be published in the Academic Compendium and on the Institution's website.

For the purposes of communicating to and training staff, this Policy and Procedure will form part of the induction process and will be published in the Staff Handbook and ICMS Staff Intranet.