



STUDENT GRIEVANCE POLICY AND PROCEDURES (ACADEMIC & NON-ACADEMIC)

Definitions

For the purposes of this document the following applies:

The Act refers to the *VET Student Loans Act 2016*.

Student/s refers to all persons enrolled or seeking to enrol in a course with SELMAR (including persons who are, or would, be entitled to VET Student Loan assistance under section 9 of the VET Student Loans Act 2016).

Complainant refers to Students (as defined above) who have lodged a grievance.

1. Overview

SELMAR Holdings Pty Ltd (SELMAR) is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

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 enrolment in a course, personal information that the provider holds in relation to a Student, etc.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

If a Student chooses to use this policy and procedure, SELMAR will maintain the Student's enrolment while the grievance and appeals process is ongoing.

2. Responsibility

The Chief Executive Officer is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation during staff induction and Students and Complainants are made aware of its availability through student orientation and SELMAR's website.

3. General principles

These principles, which will be adhered to by SELMAR, 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 victimised.

- 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 to allow all parties to the grievance appropriate access to these records. These records will be kept strictly confidential and stored at SELMAR, 3 Wellington Street, St Kilda, VIC 3182. Access to these records may be requested by writing to the General Manager – Quality and Compliance at the aforementioned address.
- A Complainant shall have access to the internal and external stages of this grievance procedure at no cost.

4. Informal Grievance Procedure

Students are encouraged initially to attempt to resolve a grievance informally by talking directly with the person concerned to resolve the problem. This step is not mandatory and a Student may proceed directly to the Formal Grievance Procedure.

5. Formal Grievance Procedure

5.1 Stage One - Internal

Formal grievances should be submitted in writing to the National Training Manager at SELMAR, 3 Wellington Street, St Kilda, VIC 3182. The Complainant is invited to include suggestions about how the grievance might be resolved.

The National Training Manager will notify the Complainant of receipt of the grievance within 5 working days.

The National Training Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 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.

5.2 Stage Two - Internal

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing within 20 working days of receiving the written response with the Chief Executive Officer at SELMAR, 3 Wellington Street, St Kilda, VIC 3182.

The Complainant's appeal will be determined by the Chief Executive Officer 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 of the outcome of their appeal, including the reasons for the decision within 20 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.

5.3 Stage Three - External

If the Complainant is not satisfied with the outcome of their appeal then an independent mediator can be requested through the Commonwealth VET Student Loans Ombudsman. Complainants can contact the Ombudsman as follows:



Phone: 1300 362 072 (calls from mobiles are charged at mobile rates)

Online Complaint Form: available on the Ombudsman's website at:

<http://www.ombudsman.gov.au/contact-us>

SELMAR and or the Complainant may bring to the review or be assisted by another person, at the parties own cost.

SELMAR will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations and the Chief Executive Officer will ensure that they are fully implemented.

Records of the use of the procedure are available to parties involved, but otherwise all records will be kept confidential.

5.4 Further Action

If the Complainant has been through all stages of this grievance handling process and remains unsatisfied with the outcome of their grievance, then they may:

- contact the National Training Complaints Hotline on 13 38 73, select option 4 (Monday–Friday, 8am to 6pm nationally) or by email by completing the compliant template on www.education.gov.au/complaints
- contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: www.asqa.gov.au/complaints

6. Publication

This *Student Grievance Policy and Procedure (Academic and Non-academic)* will be made available to Students and those seeking to enrol with SELMAR through publication on the website:

www.selmar.edu.au.

7. Related Policies

Privacy and Personal Information procedures.