



Booroongen Djugun College

RTO ID: 6673

ABN 79 638 718 552 ACN: 162 957 315

Non-Academic Grievance Procedure for External Parties

Organisation Definition:
Booroongen Djugun College

Definitions

For the purposes of this document the following applies:

The Act refers to the Higher Education Support Act 2003

Complainant here refers to:

- a) Persons seeking to enrol with the VET Provider in a VET course or unit of study
- b) Any external parties lodging a complaint with Booroongen Djugun College or its Associated Entities

Entities.

VET Provider refers to Booroongen Djugun College and its Associated Entities.

Non-Academic matters include those matters which do not relate to student progress, assessment, curriculum and awards in a VET course of study.

Booroongen Djugun College is committed to providing an effective, efficient, timely, fair and confidential Non-Academic Grievance handling process for all complainants.

Responsibility

All senior management staff are responsible for the implementation of this policy and procedure and for ensuring that all staff are fully trained in its operation.

Grievance Procedure

Complainants can contact Booroongen Djugun College via the phone or by submitting their complaint in writing to the Training and Placement Coordinator at college@boorooongendjugun.com.au .

A response in regards to the complaint will be issued to the complainant by the Director of Training and Services within 7 days.

If the complainant is dissatisfied with the response/outcome they can follow the Formal Grievance procedure.

Formal Grievance Procedure

The general principles that will apply to all stages of this grievance procedure will be adhered to by all staff at Booroongen Djugun College

These principles are as follows:

- 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 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 a period of five years. These records will be kept strictly confidential and stored electronically in a specific secure location and within a folder that will only be accessible to Executive Management.
- A complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted in writing to the Director of Training and Services, Booroongen Djugun College by:

- Post: Director of Training and Services, Booroongen Djugun College, Locked Mail Bag 3, Kempsey NSW, 2440
- Email: director@booroongendjugun.com.au
- The Director of Training and Services will assess the grievance and will bring the matter to the Executive Management for a determination to be made. The Director of Training and Services will advise the complainant in writing within 14 days, of the Executive Management's decision and the outcome of the grievance.
- 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

If the complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Quality Assurance Manager, Booroongen Djugun College:

- Post: Quality Assurance Manager
Booroongen Djugun College
Locked Mail Bag 3, Kempsey NSW, 2440.
Email: operations@booroongendjugun.com.au

The complainant's appeal will be reviewed and determination made by a totally independent person not associated with the training function.

The Quality Assurance Manager will conduct all necessary consultations with the complainant and other relevant persons and where necessary discuss the matter with the members of the Executive Management so as to 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 14 days.

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

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 body appointed for this purpose by Booroongen Djugun College.

Booroongen Djugun College will source an independent mediator through LEADR – an association of Dispute Resolution specialists.

The contact details for LEADR are:

Level 1 13 – 15 Bridge Street
SYDNEY NSW 2000

Phone: 02 9251 3366

Email: leadr@leadr.com.au

Costs of such mediation will be shared equally by Booroongen Djugun College and the complainant. The parties must be available to attend mediation within 30 days.

Booroongen Djugun College will give due consideration to any recommendations arising from the external review within 14 days.

Publication

This Student Complaints Policy and Procedure will be made available to students enrolled with Booroongen Djugun College through its publication on the College's website www.booroongendjugun.com.au and the Student Information Handbook.