



Booroongen Djugun College

RTO ID: 6673

ABN 79 638 718 552 ACN: 162 957 315

Student Academic and Non-Academic Grievance Policy and Procedure

Organisation Definition: Booroongen Djugun College

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 in a VET course or persons enrolled in a VET unit of study that meets the course requirements under Part 2 Division 1 of the Act and who are, or would be entitled to VET STUDENT LOAN assistance under Part 2 Division 2 of the Act.

Complainant refers to a student who is lodging a complaint with Booroongen Djugun College

Academic matters include those matters, which relate to student progress, assessment, course content, training environment or awards in a VET course of study. For example: Learners may have decisions on their assessments reviewed if they feel a decision has been made in error.

Non-Academic matters include those matters which do not relate to student progress, assessment, curriculum and awards in a VET course of study and includes complaints in relation to personal information that the VET provider holds in relation to the VET student and the handling of student personal information, the behaviour or actions of a Booroongen Djugun College (or any of its Associated Entities) staff member and the behaviour or actions of another student.

Overview

Booroongen Djugun College are committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students for both Academic and Non-Academic matters.

- We are committed to continuous improvement and approach complaints as an opportunity to refine and improve our service delivery.
- We respect both privacy and natural justice considerations when handling complaints or appeals.
- This policy is publically available and is published on our website and an extract is provided in the student handbook.
- Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the complainant's place of residence or mode of study.
- Booroongen Djugun College will endeavour to resolve all complaints and appeals within 60 days.
- Students will be notified in writing of outcomes of all formal complaints/appeals, including reasons for the decision. Decision will be made based on current Government Legislation, Standards for RTOs 2015, the Student Academic and Non-Academic Grievance Procedure of our Policies and Procedures, and where applicable, The Rules of Evidence, The Principles of Assessment and The Principles of Natural Justice.

If Booroongen Djugun College requires more than 60 days to resolve any complaint or appeal, we will write to all parties involved and explain why it requires more time and give an expected date that a resolution will be made. We will keep all parties informed during this time in writing.

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 and that all students are made aware of its availability on the company's website.

Informal Grievance Procedure

In the first instance students will contact their allocated trainer, assessor to discuss any issues or concerns they may have. If the student is dissatisfied with the outcome of their discussion with the trainer, they can escalate the matter by sending an email to the Director of Training and Services, explaining their issue or concern.

The Director of Training and Services will investigate the student's issue/concern and respond to the student within 5 business days of the date of the student's e-mail. The student will be advised of their right to access the Formal Grievance procedure, if they are still dissatisfied with the outcome at this stage.

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 at least 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 Senior Management.
- A complainant shall have appropriate 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@boorooongendjugun.com.au

The Director of Training and Services will assess the grievance and will bring the matter to the Executive Management of Booroongen Djugun Limited for a determination to be made. The Director will advise the Complainant in writing and within 14 days, of the Committee's decision and the outcome of the grievance including full details of the reasons for the outcome.

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@boorooongendjugun.com.au
- The complainant's appeal will be reviewed and determination made by the Quality Assurance Manager who is 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 Executive Management of Booroongen Djugun Limited 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 VET Student Loan Academic and Non-Academic Grievance Policy and Procedure will be made available to students enrolled with Booroongen Djugun College through its publication on the company's website www.booroongendjugun.com.au