



ROYAL GATEWAY COLLEGE

Student Grievance Policy and Procedure

Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that grievance's lodged with Royal Gateway can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Grievance Policy is there to manage and respond to allegations involving the conduct of Royal Gateway, its trainers, assessors or other staff, a third-party providing services on the RTO's behalf, its trainers, assessors or other staff or student of the RTO). A fair and impartial grievances and grievance process is available to all students and each complainant or appellant has an opportunity to formally present their case at no cost to them.

- Decisions and processes should be free from bias;
- All parties have the right to be heard;
- The respondent has a right to know of what s/he is accused;
- All parties are told the decision and the reasons for the decision.

Policy

Royal Gateway 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 personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location 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 access this grievance handling procedure, Royal Gateway College will maintain the student's enrolment while the grievance and appeals process is ongoing.

Procedure

Should a student have a Grievance the following steps are to be followed:



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1. The Student should discuss the issue / grievance with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / grievance with his / her trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the grievance in writing.
 - a. A description of the grievance;
 - b. State whether they wish to formally present their case;
 - c. Steps taken thus far to deal with issue / grievance;
 - d. What outcomes they would like to fix the problem & prevent it from happening again.
4. The student should bring the grievance to the attention of the trainer within seven (7) days of the issue taking place.
5. If the grievance is not dealt with to the student's satisfaction within seven (7) day period, they may bring it to the attention of the Principal. The Principal will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the Principal, or their delegate, receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.
6. Should the issue still not be resolved to the student's satisfaction, the RTO will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period.
8. If the student is still not happy with external mediation, they may take their grievance to the Australian Skills Quality Authority (ASQA):
 - a. Grievances Team
Tel: 1300 701 801
 - b. Email: TO.grievances@asqa.gov.au
9. All documentation relating to grievances or appeals should be archived for audit purposes.

The Principal of Royal Gateway will be person responsible for the implementation and maintenance of the policy.