

Policy Name:	Student Grievance Resolution Policy
Document Number:	SS 7.2.01
Approved by:	Director
Last Approval Date:	April 2022
Review Date:	April 2024
Audience:	Charlton Brown Staff
Contact Officer:	Academic Manager
Related Documents:	Code of Conduct Policy Complaints Handling and Appeals policy Access Equity and Diversity Policy Anti-Discrimination Policy Privacy Policy Information Management Policy Health and Safety Management Policy Student Grievance Procedure
Legislation:	Education Services for overseas Students Act 2000 Human Rights Act 2019 (Qld) National Code of Practice for providers of Education and Training to Overseas Students 2018 VSL Loan Act 2016; VSL Student Loan Rules 2016

1. Purpose and Objective

To facilitate the timely investigation and resolution of Student Grievances in a manner which is fair and just.

2. Scope

This policy applies to Students, including Students studying with a Third-Party Provider.

3. Policy Statement

Student Grievances may arise out of academic Decisions, administrative Decisions and actions, or are general grievances relating to the Student experience for which the Student is seeking resolution. Charlton Brown is committed to dealing with grievances in a reasonable timeframe and in a supportive environment, without Victimisation or intimidation of anyone connected with the grievance, either during or consequent to the resolution process.

The stages involved in resolving a Student Grievance are listed below. These are explained in detail in the Student Grievance Resolution Procedure. The stages are:

Informal Resolution (optional)

Stage 1 - Formal Student Grievance

Stage 2 - Review of Stage 1 outcome or other Decision

Stage 3 - Appeal against Stage 2 outcome

Stage 4 - Application to external agencies.

4. Principles for Resolving Student Grievances

4.1 Principles for Resolving Student Grievances

Any Student or College Member involved in a Student Grievance must participate in good faith and behave according to the relevant Code of Conduct.

The College will:

1. facilitate access to the Student Grievance resolution process by widely publicising its procedures and communicate the support available for Students during the process
2. deal with Student Grievances promptly within the time limits set out in the procedures and in accordance with the principles of Procedural Fairness
3. ensure that Student Grievances are properly and impartially considered by the relevant decision-maker, including declaring and managing perceived, potential or actual Conflicts of Interest
4. assess and respond to Student Grievances with due regard to the requirements of the **Human Rights Act 2019 (Qld)**
5. permit Students to be accompanied by a Student Support Person when required to attend meetings associated with the process of resolving the Student Grievance
6. maintain a Student's Enrolment until the internal grievance resolution process is completed
7. keep the Student informed of progress in resolving the Student Grievance
8. respect confidentiality by disclosing only information necessary to consider and respond to a Student Grievance
9. explain a Decision clearly in writing to the Student including the reasons for the Decision
10. ensure that any subsequent steps a Student may take in the resolution process, such as submitting an Appeal, are set out in writing as part of a Decision notification
11. cooperate fully with any review of the Student Grievance process instigated by an external complaint handling agency
12. maintain confidential records of investigations and outcomes in resolving Student Grievances in accordance with the College's Record and Information Management Policy.

Students will:

1. attempt to respectfully resolve Student Grievances as close as possible to the source of the grievance, where it is reasonable and appropriate to do so
2. familiarise themselves with the Student Grievance Resolution Policy and subordinate procedures prior to submitting a formal Student Grievance
3. be responsible for accessing assistance and support during the grievance resolution process, if the Student believes that they require such assistance and support.

Approval and Review

This policy was approved and endorsed by Charlton Brown Management in April 2022. This policy will be reviewed after two years or sooner if required.

Version History				
Review Period:		2 years from date of last approval		
Version Number:	Approved by:	Approval Date:	Effective Date:	Sections Modified:
D1				New policy developed April 2022
1.0	Director	April 2022	April 2022	Updated template