



Student Grievance Management Policy

Academic Board Approved Policy

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Version Control

Version	v4.0
Date effective	11 November 2022
Review	The Academic Board will review this Policy annually in accordance with the Institute's <i>Policy Document Review Schedule</i> .
Approving body	Academic Board
Approval date	11 November 2022
Approval meeting	11 November 2022
Policy owner	Dean
Policy contact	Dean
Related Policy	Academic Integrity and Honesty Policy Glossary of Terms Student Code of Conduct Records Management Policy
Related Legislation	Higher Education Standards Framework (Threshold Standard) 2021 (Cth); Tertiary Education Quality and Standards Agency Act 2011
Higher Education Standards Framework (Threshold Standards) 2021 (Cth)	BI.1 "Higher Education Provider" Category Standard 6.1 Standard 6.2 Standard 6.3 Standard 7.3, ss 3

1. Preamble

1.1 Purpose

The Canterbury Institute of Management ('the Institute' or CIM) Student Grievance Management Policy ('the Policy') establishes the framework to manage student grievances, complaints and appeals confidentially in a fair and equitable manner and using feedback to achieve continuous improvement. CIM recognises that effective grievance management processes provide opportunity for continuous service improvement across all its functions and dealings. CIM aims to make students feel comfortable submitting a complaint and confident that their issues will be dealt respectfully, fairly and without any adverse repercussions.

1.2 Definitions

For definitions, please refer to the *Glossary of Terms*.

2. Scope

This Policy applies to all current and prospective students at CIM.

3. Policy Principles

CIM grievance procedures are based on the following principles:

- 3.1 Students wishing to raise problems, concerns, complaints or grievances about matters or issues relating to their experiences at CIM, can expect to have their concerns acknowledged and considered promptly and fairly without victimisation or discrimination;
- 3.2 It is assumed that the parties to a complaint wish to resolve it in good faith and seek to achieve an amicable resolution of their complaint;
- 3.3 All parties are expected to conduct themselves honestly and courteously;
- 3.4 Where a CIM error is identified, it should be appropriately acknowledged;
- 3.5 The procedures used to review and resolve grievances are conducted in accordance with principles of natural justice and in a manner that provides fair, reasonable, and unbiased treatment for all parties;
- 3.6 CIM expects that, in most cases, the grievances can be resolved through prompt, informal discussion.

4. Types of Grievances

4.1 Academic grievances

Academic grievances are complaints or appeals against academic decisions and include but are not limited to:

- a. a decision of a member of academic staff that affects an individual or groups of students;
- b. content or structure of academic programs, nature of teaching, or assessment;
- c. examined and marked assignments and exams;
- d. issues relating to authorship and intellectual property;
- e. quality of teaching.

4.2 Administrative grievances

Administrative grievances include decisions and actions related to administrative or academic services and include, but are not limited to the following:

- a. standard of service received while accessing administrative support provided by CIM;
- b. a decision by an administrative staff member that affects an individual or groups of students;

- c. access to resources and facilities;
- d. financial.

5. Grievance Management Procedures

5.1 Informal Grievance Management

CIM expects that, in most cases, the grievances can be resolved through prompt, informal discussion. Students are encouraged, wherever possible, to resolve issues informally with the relevant party/parties. Students may raise an informal grievance by contacting the Student Support Manager.

5.2 Formal Grievance Management – Internal

- a. All grievances or complaints must be submitted by the student to the Student Support Manager by completing Student Grievance Form.
- b. This must be done within ten (10) working days of when the incident occurred or within ten working days of trying to resolve in an unofficial capacity.
- c. The Student Support Manager informs the student in writing of receipt of the grievance or complaint and what are the next steps and estimated timeframe for resolving. There must be assurance to the student and genuine intent to resolve the grievance in an unbiased and timely manner.
- d. The Student Support Manager endeavors to resolve the issue. If the issue involves other parties (such as awarding bodies) or requires clarification or intervention of other parties, then the Student Support Manager in liaison with Program Director must communicate the grievances to the Dean. The Dean communicates the matter to the relevant party/parties in a timely manner.
- e. The Student Support Manager provides updates to the student on the progress of resolution or upon receipt of a final response or action on the complaint. Where applicable, evidence of the outcome or reason for the outcome must be provided to the student.
- f. If the student is not satisfied with the outcome of their formal grievance, they may appeal in writing to the Dean. They must provide all relevant details and documentary evidence to the Dean within ten (10) working days of the response to their initial grievance.
- g. The Dean consults with the complainant and other relevant parties within ten (10) working days of the appeal having been received.
- h. Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask a support person to accompany him or her to these interviews. This support person should not be a legal professional.
- i. Following the consultation, the Dean provides a written report to the complainant advising of further steps taken to address the grievance, including the reason for the decision, within ten (10) working days of consultation having concluded.
- j. The report further advises the complainant of his or her right to access the external appeal process where the complainant is not satisfied with the outcome of the internal appeal.

5.3 Formal Grievance Management – External

a. Commonwealth Ombudsman

Students may make a complaint via the Commonwealth Ombudsman if they are unhappy with the outcomes of CIM internal grievance process. This service is free.

Business Hours: 9:00 to 17:00, Monday to Friday

Phone: 1300 362 072

Website: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

b. Other external appeal avenues

CIM makes specific arrangements for independent review of complaints about issues not covered by the Australian Competition and Consumer Commission (ACCC) or the Commonwealth Ombudsman. The complainant may not be satisfied with the outcome of the internal processes of CIM and is entitled to proceed to an external authority. Students are eligible for an application to one of these services listed below on a once-off basis, free of charge:

- i. an academic member of staff who can mediate or arbitrate based in a local university in the country in which the student resides;
- ii. a mediator service such as Resolution Institute;
- iii. The Office of Fair Trading.

CIM subscribes to an external mediator service from Resolution Institute. Contact details are:

Address: Level 1 and 2, 13-15 Bridge Street, Sydney, NSW 2000

Phone: + 61 2 9251 3366

Fax: + 61 2 9251 3733

Email: infoaus@resolution.institute

Website: www.resolution.institute

c. Administrative Appeals Tribunal (ATT)

Students have the right to apply to the Administrative Appeals Tribunal for a review of a reviewable decision. The list of reviewable decisions is downloadable from <https://www.aat.gov.au/resources/legislation-and-jurisdiction>.

Phone: 1800 228 333

Level 6 83 Clarence St Sydney NSW 2000

Costs for lodging an appeal are determined by the ATT. The approximate costs for a standard application fee are \$962. Students can pay a reduced fee of \$100 instead of the full standard fee if they meet the Concessional Fee eligibility.

6. Right to Withdraw

Students may withdraw new complaints, escalated complaints and grievances at any time during the resolution process, and the matter is deemed to be resolved. Notwithstanding this, CIM reserves the right to continue to investigate a complaint if required to do so to satisfy other requirements or protect the Institute community.

7. Grievance Outcome

- 7.1 In making a complaint a student requests a review (among other matters) of their treatment by CIM, the quality or delivery of a service provided by CIM or the conduct of the Institute staff or students for the purpose of:
- a. receiving an apology;
 - b. correcting an error in relation to the student or the student's record;
 - c. having a decision made; and/or
 - d. improving existing services and processes

8. Record Keeping and Confidentiality

- 8.1 All parties with an interest in the outcomes of a grievance procedure must keep confidential notes of their discussions with other parties, which should be placed on the student's file and the staff member's file where relevant.
- 8.2 The parties attending should confirm in writing that the author has truthfully and accurately recorded the proceedings.
- 8.3 An explanation in writing for decisions and actions taken as part of the procedures is given to the respondent and the complainant.
- 8.4 CIM keeps appropriate records of all grievances as per the *Records Management Policy*.
- 8.5 Parties to the complaint are to be provided with appropriate access to these records on request.