



Appendix B: Student Grievance and Appeals Policy

* In the absence of a Dean these responsibilities are overseen by the Provost.

Introduction

Raffles College seeks to create and maintain a healthy and enjoyable study environment and one that will enhance personal development. In instances where grievances occur, it is our desire and aim to resolve them amicably, promptly and in a manner that is both fair and equitable to all concerned. Grievances or appeals made by students should be made responsibly, with regard to the rights of all, and all parties should endeavour to resolve grievances and appeals in an informal and mutually respectful manner in the first instance.

However, where necessary, this policy describes processes for resolving student grievances and appeals where informal means are unsuccessful. These grievance and appeals processes may be used by all current and prospective students.

General guidelines for all grievances and appeals

The complainant and respondent may be accompanied and assisted by a third party if so desired at all stages of the process.

Reasons and full explanation in writing for decisions and actions taken will be provided to the respondent at every stage of the grievance process, if requested.

The procedure is without charge to current and potential students.

There is provision for external review of decisions by an independent person or body established or nominated by the College. The independent person or body will be the Australian Council for Private Education and Training (ACPET). ACPET will undertake the following actions within 10 working days to mediate a resolution:

- Meet with the complainant to hear their grievance or appeal
- Meet with the respondent to hear their response
- Provide a written account of the review process and a recommended solution
- Convene a meeting of both parties and attempt to obtain their agreement to a resolution.

If ACPET makes recommendations in relation to a grievance they have reviewed, ACPET will forward those recommendations to the Registrar within 10 working days of commencing the external review. The Registrar will ensure that the recommendations are implemented within 10 working days of receiving the recommendations.

The respondent will not be victimised or discriminated against.

Students or persons seeking to enrol in a course of study with the College are entitled to access the grievance procedure as set out by the College, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study

This policy is communicated to academic staff and to support staff through the Policy and Procedures Manual. The Provost is responsible for the training of academic staff in the application of the policy. The Registrar is responsible for the training of support staff in the application of the policy.

The policy is in four parts:

Resolving grievances and appeals on academic matters.

Process for current students.

Process for prospective students.

Resolving grievances and appeals on non-academic matters.

Process for current students.

Process for prospective students.

Resolving grievances and appeals on academic matters

Academic matters include, but are not limited to:

- matters relating to admissions;
- review of assessment grade;
- recognition of prior learning including transfer credit or advanced standing;
- quality assurance; and
- eligibility for graduation.

Policies for each of these academic matters appear in the Raffles College Policies and Procedures Manual and on the Raffles College website.



1. Process for Current Students

Students who wish to resolve grievances in relation to any of these academic matters need to follow the process outlined below.

The student (or nominee) initiates the grievance process by discussing orally the nature of the grievance with the person with whom the grievance is held.

If the oral response does not satisfy the student he/she may either speak with or submit a written description of the grievance to the Dean* of the College who will endeavour to resolve the issue amicably and with respect to the rights and responsibilities of both parties. If the student feels unwilling or unable to approach either the person with whom the grievance is held or the Dean*, the student may seek the support of another person in authority such as a Head of School or a Course Co-ordinator or the Raffles College Registrar.

If the Dean* is unable to resolve the matter informally, he/she will establish a meeting within 10 working days between the student, the person with whom the grievance is held and any other relevant authorities or persons.

If the matter remains unresolved then a written grievance with full supporting documentation shall be submitted to the Provost. The Provost (or nominee) will within 10 working days interview all parties individually, and set up a meeting between all parties where arguments and/or witnesses in support of either party can be presented. The Provost, in consultation with the Conciliation Committee which is a sub-committee of the Academic Board (comprising no more than 4 persons), the composition of which is agreed to by all parties concerned, will make a final determination on the matter within 10 working days of receiving the written submission, and communicate the outcome to all parties. In communicating this outcome the Provost will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.

If the matter remains unresolved there is provision for external review of decisions by an independent person or body established or nominated by the College. The independent person or body will be the Australian Council for Private Education and Training (ACPET). ACPET will undertake the following actions within 10 working days to mediate a resolution:

- Meet with the complainant to hear their grievance or appeal
- Meet with the respondent to hear their response
- Provide a written account of the review process and a recommended solution
- Convene a meeting of both parties and attempt to obtain their agreement to a resolution.



This Grievance and Appeal process does not preclude a student from seeking redress in other forums outside the Raffles College process. For example, the student may wish to take the matter further by selecting the appropriate body from among such bodies as:

- the Office of Fair Trading (13 3220);
- the Human Rights and Equal Opportunity Commission (1-300-656-419); or
- the Anti-Discrimination Board of NSW (02-9268 5544).
- (A full list of appropriate external bodies is located in the Government section of the telephone book.)

Students should note that:

- the Office of the Provost will keep appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records;
- the Office of the Provost will ensure that all records are treated as confidential;
- in the case of an appeal against a grade the result may be that the final grade is either retained, raised or lowered; and
- in a dispute relating to instructions which have been given to students on assessment procedures within a subject, the written guidelines which lecturers have provided to students will be taken as definitive.
- Raffles College will alter this policy immediately and without notice where any conflict arises with relevant legislation and in such cases the requirements of the legislation will take precedence.
- a nominee of the student may be included in the grievance handling processes if the student so chooses.

2. Process for Prospective Students

Prospective students who wish to appeal against a determination made with respect to admission to Raffles College need to follow the process outlined below:

The prospective student initiates the grievance process by discussing either orally or in writing the nature of their grievance in relation to admission with the Registrar.

If the initial response does not satisfy the student he/she may either speak with or submit a written description of the grievance to the Dean* of the College who will consider the rights and responsibilities of Raffles College, current students and other prospective students in relation to the matter. The prospective student may seek an advocate to speak and/or act on their behalf such as a Head of School or a Course Co-ordinator.

If a further attempt to resolve the grievance is necessary, the Dean* and the Registrar meet together and with any other relevant authorities or persons.



If the matter remains unresolved then the student will write the substance of the grievance in a letter accompanied by full supporting documentation and submit it to the Provost. The Provost (or nominee) will, within 10 working days, first contact all parties individually and then if necessary set up a meeting or teleconference between all parties where arguments and/or witnesses in support of either party can be presented. The Provost will make a final determination on the matter within 10 working days of receiving the written submission and communicate the outcome to all parties. In communicating this outcome the Provost will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.

The Office of the Provost will keep appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records.

The Office of the Provost will ensure that all records are treated as confidential.

If the matter remains unresolved there is provision for external review of decisions by an independent person or body established or nominated by the College. The independent person or body will be the Australian Council for Private Education and Training (ACPET). ACPET will undertake the following actions within 10 working days to mediate a resolution:

- Meet with the complainant to hear their grievance or appeal
- Meet with the respondent to hear their response
- Provide a written account of the review process and a recommended solution
- Convene a meeting of both parties and attempt to obtain their agreement to a resolution.

The Grievance and Appeal process does not preclude the student seeking redress in other forums outside Raffles College process. For example, the student may wish to take the matter further by selecting the appropriate body from among:

- the Office of Fair Trading (13 3220);
- the Human Rights and Equal Opportunity Commission (1-300-656-419);
- the Anti-Discrimination Board of NSW (02-9268 5544).

Resolving Grievances and Appeals on Non-Academic Matters

Non-academic matters include, but are not limited to;

- welfare issues;
- financial issues;
- bullying;
- harassment; and/or
- discrimination.



There is no charge made by Raffles College to students who choose to pursue grievances through these procedures.

3. Process for Current Students

Students who wish to resolve grievances in relation to any of these non-academic matters need to follow the process outlined below.

The student (or nominee) initiates the grievance process by discussing orally, if possible, the nature of the grievance with the person with whom the grievance is held. In cases where a power differential exists, the student may not feel comfortable in doing this and therefore may proceed to Stage Two of this process. Alternatively, the complainant may be represented by a third party if desired.

If appropriate, the student or the person with whom the grievance is held may approach one of Raffles College's official mediators, such as the Provost, Dean* or Registrar, and initiate the mediation process.

If the initial response does not satisfy the student or the student is not able to implement Stage One or Stage Two of this process, he/she may submit a written description of the grievance to the relevant Course Co-ordinator, or to the Dean* or Registrar. The staff member who receives such a written application will process the grievance application within 10 working days.

If the matter remains unresolved then a written grievance with full supporting documentation shall be submitted to either the President or to the Financial Controller (or nominee) or the Registrar (or nominee), whom ever is most appropriate considering the nature of the grievance and whether or not that person has previously been involved with the resolution of the current grievance. The Officer to whom the grievance is referred will first interview all parties individually and then set up a meeting between all parties where arguments and/or witnesses in support of either party can be presented. The said Officer in consultation with the Conciliation Committee will make a final determination on the matter within 10 working days of receiving the written grievance and the Chair of the Conciliation Committee will communicate the outcome to all parties. In communicating this outcome the Chair of the Conciliation Committee will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent. (Alternatively the student may make a written submission directly to the Conciliation Committee.)

If the matter remains unresolved there is provision for external review of decisions by an independent person or body established or nominated by the College. The independent person or body will be the Australian Council for Private Education and Training (ACPET). ACPET will undertake the following actions within 10 working days to mediate a resolution:

- Meet with the complainant to hear their grievance or appeal
- Meet with the respondent to hear their response



- Provide a written account of the review process and a recommended solution
- Convene a meeting of both parties and attempt to obtain their agreement to a resolution.

The Grievance and Appeal process does not preclude the student seeking redress in other forums outside the Raffles College process. For example, the student may wish to take the matter further with such bodies as:

- the Office of Fair Trading (13 3220); or
- the Anti-discrimination Board of NSW (02-9268 5544).

A nominee of the student may be included at any stage in the grievance handling negotiations if the student so chooses.

Students should note that:

- This is a generic policy for the resolution of Grievances and Appeals and in the case of harassment it may be more appropriate to follow the grievance process outlined in the Harassment Policy located elsewhere in the Student Handbook.
- In relation to grievances of a financial nature, the student should discuss the matter with an Accounts Clerk in the first instance prior to discussing the matter with the Financial Controller.
- Raffles College will:
- Retain confidential records of grievances for five years and allow parties to the complaint access to those records.
- Ensure that students will not be disadvantaged, bullied, harassed or victimized for submitting a grievance or appeal for consideration and as outlined in this policy.
- Notify incoming students of the location of this policy in the Raffles College Policy and Procedures Manual and display copies on each of the teaching floors.
- Induct incoming staff in the location of this policy and in its correct use.
- Alter this policy immediately and without notice where any conflict arises with relevant legislation and in such cases the requirements of the legislation will take precedence.

4. Process for Prospective Students

Prospective students who wish to appeal against a decision made with respect to non-academic grievances need to follow the process outlined below.

The prospective student initiates the grievance process by discussing either orally or in writing the nature of their grievance with the person concerned.

If the prospective student feels unable or unwilling to approach the person against whom the grievance is held, he/she may either speak with or submit a written description of the grievance to the Dean* of Raffles College who will consider the rights and responsibilities of Raffles College of Design and



Commerce, current students and other prospective students in relation to the matter. The prospective student may seek an advocate to speak and/or act on their behalf such as the Registrar or a Course Coordinator.

If a further attempt to resolve the grievance is necessary, the Dean* and the Registrar meet together and with any other relevant authorities or persons.

If the matter remains unresolved then a written grievance with full supporting documentation shall be submitted to the Provost. The Provost (or nominee) will, within 10 working days, first contact all parties individually and then if necessary set up a meeting or teleconference between all parties where arguments and/or witnesses in support of either party can be presented. The Provost will make a final determination on the matter within 10 working days of receiving the written submission and communicate the outcome to all parties. In communicating this outcome, the Provost will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.

The Office of the Provost will keep appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records.

The Office of the Provost will ensure that all records are treated as confidential.

If the matter remains unresolved there is provision for external review of decisions by an independent person or body established or nominated by the College. The independent person or body will be the Australian Council for Private Education and Training (ACPET). ACPET will undertake the following actions within 10 working days to mediate a resolution:

Meet with the complainant to hear their grievance or appeal

Meet with the respondent to hear their response

Provide a written account of the review process and a recommended solution

Convene a meeting of both parties and attempt to obtain their agreement to a resolution.

The Grievance and Appeal process does not preclude the student seeking redress in other forums outside the Raffles College process. For example, the student may wish to take the matter further by selecting the appropriate body from among:

- the Office of Fair Trading (13 3220),
- the Human Rights and Equal Opportunity Commission (1-300-656-419),
- the Anti-Discrimination Board of NSW (02-9268 5544).

(A complete list of appropriate external bodies may be found in the Government section of the telephone book.)

