

Grievances FAQ



Should I Raise a Grievance?

If you have a legitimate matter that is either:

- **Academic**, such as appealing a grade, exclusion or a possible allegation of misconduct etc.
- **Non-Academic**, such as sexual harassment, bullying or discrimination etc.

You are be able to:


- Raise the matter confidentially with the College to review with no financial cost.



[Grievance Policy – Higher Education and VET](#)

[Complaints and Appeals Policy - International](#)

Who Can Help With My Questions?

- Carefully reading the  policies and procedures throughout.
- Talk with a student adviser or member of staff on your campus.
- Once you have raised your grievance you should keep the matter in confidence and discuss directly with person handling your claim.



[Grievance Procedure](#)

How Do I Raise My Grievance?

There are 2 stages in raising your matter with the College:

➤ Stage 1 - Informal

- Speak directly with College Staff, or the person involved.
- Lodge the matter via the Quality Feedback Monitor, where you will receive an acknowledgement of your grievance within 3 business days.

➤➤ Stage 2 - Formal

- Submit a [Formal Grievance Application Form](#) to the Director, Student Retention & Systems via Student Services where you will receive acknowledgement within 5 business days.
- You usually will be asked about what happened in the informal stage.

Speaking informally can be very beneficial.

Acknowledgements will individualise the process and timeframes.

How Long Do I Have To Raise My Grievance?

Claimant	From the time of the actual issue	Resolution Timeframe
Clinic Client	At any stage	Typically up to 20 working days, However this may depends on the severity of claim being made and investigation taken.
Prospective Student	Up to 6 months	
Current Student	At any stage during your enrolment	
Former Student	Up to 12 months	



What will Happen If I Do Raise My Grievance?

Your Grievance is confidential and will be investigated by the Director of Student Retention and Systems who will directly correspond with you regarding the matter raised.

➤ Stage 1 - Informal

- You may be able to resolve the matter informally to reach an amicable outcome, apology or resolve any misunderstanding through the QFM process.
- Should you feel this is not resolved to your satisfaction you can proceed to Stage 2 Formal.

The greatest distance between two people is a misunderstanding.

➤➤ Stage 2 - Formal

- Once you lodge a [formal grievance](#) the process begins within 10 days to review and investigate the matter confidentially.
- Please ensure you clarify or confirm the outcome you hope to achieve within the application.
- Investigations could be in person, in writing or face to face.

➤ [Formal Grievance Form](#)

All parties involved will be interviewed to enable a resolution from carefully considered decisions.

Once a Resolution Is Reached

You will receive a written decision from the College outlining:

- The reasons for the decision.
- Further actions to be taken on the matter.
- Details of who to contact if you want to appeal the decision.



[Grievance Procedure](#)

I'm Unhappy with The Decision

➤➤➤ Stage 3 - Appeal

You can appeal the original decision if you are dissatisfied with the outcome:

- Up to 20 working days from the original decision.
- You will receive acknowledgment within 5 working days.
- As a current student you must remain enrolled and attend classes.
- Internal Complaints or Decision Review Committee will convene.
- A statement outlining the outcome of the appeal will be made available (within 15 days for International students) with reasons for the decision made.



[Grievance Policy – Higher Education and VET](#)

[Grievance Procedure](#)

[Complaints and Appeals Policy - International](#)

➤➤➤➤ Stage 4 – External Independent Review

You can lodge an external appeal if you are dissatisfied with the Internal Appeal outcome:

- You must lodge a written request within 20 days of the Internal Appeal outcome with new supporting information that substantiates a failure in upholding the College's Policies, rules or procedures during the previous decision making process.
- The Director Student Retention and Systems will liaise with the Council of Private Higher Education Inc. (COPHE), and the Overseas Students Ombudsmen (OSO) or Administrative Appeals Tribunal (AAT) for International students on your behalf to commence the independent review process.



[Grievance Procedure](#)

[Complaints and Appeals Policy - International](#)