

Academic & Non-Academic Grievance Policy and Procedures

Definitions

For the purposes of this document the following applies:

The Act refers to the *VET Student Loans Act 2016*

Student/s in this document 'student' refers to both students and potential students.

Complainant refers to Students (as defined above) who have lodged an academic or non-academic complaint with the Australian Institute of Fashion Design Pty Ltd.

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 complaints 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.

Other requirements for approved course providers – refers to Part 7 of the VET Student Loans Rules 2016, Subdivision F – Dealing with complaints.

Institute – refers to the Australian Institute of Fashion Design Pty Ltd.

Overview

The Australian Institute of Fashion Design Pty LTD is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students.

Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy and the associated procedures have been developed in accordance with other requirements for approved course providers.

There are no costs or charges associated with complainants accessing either the internal or external stages of the grievance process.

The institute ensures that all students accessing this Academic and Non-Academic Grievance Policy and Procedures that students are not victimised or discriminated against in any way.

Responsibility

The RTO Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

Informal Grievance Procedure

Students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are support staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting their Education Program Manager or the RTO Manager in person at 14/475 Scottsdale Drive Varsity Lakes, 4227 or by phoning (07) 5593 8335.

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure (including informal grievance procedures) which will be adhered to by the Australian Institute of Fashion Design Pty Ltd are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire at each stage of the procedure, at that party's cost.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing.
- All parties who have used this procedure may have access to the records but must otherwise keep the records confidential.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the Australian Institute of Creative Design Quality Management System.
- A Complainant shall have access to this grievance procedure at no cost.
- All notices of decisions will be in writing and will outline the reasons for the decision; advice on how to appeal the decision; a process for appeal the decision to an independent senior officer of the Institute or to an internal committee or unit with appropriate expertise, which must also follow these requirements.
- The institute will provide for implementation of decisions made in following the grievance procedure provide for due consideration of recommendations arising from the external stage of the grievance procedure.

Stage One

Formal grievances should be submitted in writing clearly outlining the grievance and marked to the attention of the RTO Manager as follows:

RTO Manager
 14/475 Scottsdale Drive
 Varsity Lakes 4227 QLD

The RTO Manager within the Australian Institute of Fashion Design Pty Ltd will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within twenty (20) working days for finalisation of this stage of the grievance procedure.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Principle Executive Officer (PEO) (who is senior to the original decision maker). The PEO may appoint a dedicated complaints committee or a unit established for the specific purpose of determining the appeal – Student Appeals Review Committee (The Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within ten (10) working days for finalisation of this stage of the grievance procedure.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by the Australian Institute of Fashion Design Pty Ltd.

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal to an external appeals body.

If, after following the Australian Institute of Fashion Design's internal procedures, you still believe the institute is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form.

This form is available at: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/submit-a-complaint-to-asqa.html>

Other options for external appeal can be found at:

The Australian Competition and Consumer Commission: <http://www.accc.gov.au/> or

The Queensland Government's Office of Fair Trading: <http://www.fairtrading.qld.gov.au/> or

The Queensland Civil and Administrative Tribunal: <http://www.qcat.qld.gov.au/>

The Institute agrees to be bound by the External Reviewer's recommendations and the PEO will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external reviewer.

Publication

This *Academic & Non-Academic Grievance Policy and Procedure* will be made available to students enrolled or potential students seeking to enrol with the Australian Institute of Fashion Design Pty Ltd through publication on the website (www.aicd.edu.au) and the student handbooks.

Version control, Approval and Review

Document Name: Academic & Non-Academic Grievance Policy & Procedure		
Approved by: AICD Board of Directors	Date: 06/07/2011	Version: 1
Implementation Date: TBA when VET FEE-HELP is approved	Review Date: Annually	
Approved by: AICD Board of Directors	Date: 30/11/2011	Version 1.1
Implementation Date: TBA when VET FEE-HELP is approved	Review Date: Annually	
Modification History: definition of student changed to reflect both students and potential students, enrolled, or seeking to enrol in a course of study and this definition has also been added to publication notes.		
Approved by: AICD Board of Directors	Date: 03/01/2012	Version 1.2
Implementation Date: 22nd December 2012	Review Date: Annually	
Modification History: Changed document header for consistency with other documents.		
Approved by: AICD Board of Directors	Date: 24/09/2013	Version 1.3
Implementation Date: 24/09/2013	Review Date: Annually	
Modification History: Changed the contact details and options for domestic students who are dissatisfied with the outcomes of the internal grievance procedure and wish to access an external appeals body.		
Approved by: AICD Board of Directors	Date: 25/09/2015	Version 1.4
Implementation Date: 01/10/2015	Review Date: Annually	
Modification History: Changed letter head and branding to be consistent with other documents. Changed the contact person for complaints due to changes in RTO staffing roles and responsibilities and all links verified as being current.		
Approved by: AICD Board of Directors	15/09/2016	Version 1.5
Implementation Date: 19/09/2016	Review Date: Annually	
Modification History: Updated some contact titles and verified all links as being current.		
Approved by: AICD Board of Directors	11/01/2017	Version 1.6
Implementation Date: 11/01/2017	Review Date: Annually	
Modification History: Updated references to include VET Student Loans, deleted information for international students as the institute is no longer CRICOS registered and verified all external links as being current. Added in greater clarification of processes for a grievance process following the other requirements for approved course providers. Changed references to legislation.		