

Non-Academic Grievance Policy and Procedures

Holmes Commercial Colleges (Melbourne) Limited Trading as Melbourne School of Fashion
[ABN: 50 005 085 585 ACN: 005 085 585]

Definitions

For the purposes of this document the following applies:

The Act refers to the *Higher Education Support Act 2003*

Student/s refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Complainant/s refers to students (as defined above) who have lodged a non-academic complaint with Melbourne School of Fashion.

Overview

Melbourne School of Fashion is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all Students.

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

Responsibility

The Campus 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

If a student considers that an error has been made or an injustice exists in relation to non-academic decision, he/she has 20 working days from the receipt of a decision to discuss his/her concerns with the relevant staff member responsible for the decision.

The staff member has 10 working days to convene a meeting with the student to allow both parties to discuss their points of view and attempt resolution.

Should the student not be satisfied with the outcome of any such discussion or the time taken to resolve the matter, he/she may apply for a formal review of the decision concerned.

Formal Grievance Procedure

General principles that apply to all stages of this grievance procedure which will be adhered to by Melbourne School of Fashion, are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and/or 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.
- 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. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored Office of the Campus Manager.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted in writing to Campus Manager.

The responsible officer(s) Campus Manager within Melbourne School of Fashion will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within ten working days of formal lodgement.

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 Chief Executive Officer. The student has 20 working days from the date of the letter to initiate an appeal.

The Complainant's appeal will be determined by a unit established for the specific purpose of determining the appeal (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 20 working days.

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 Melbourne School of Fashion.

The details for the external bodies and contact persons are:

- The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.
- Australian Council for Private Education and Training (ACPET). Suite 101, Level 1, 126 Wellington Parade, East Melbourne, Vic 3002, Australia. PO Box 551, East Melbourne, Vic 8002. Ph: (03) 9412 5900 Fax: (03) 9416 1895 Toll-free in Australia 1800 657 644, E-mail acpet@acpet.edu.au; Website www.acpet.edu.au.

- In Queensland, independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. Providers/students may use the Toll Free No: 1800 017 288. Website: www.justice.qld.gov.au/mediation/contacts.htm
- Consumer, Trader & Tenancy Tribunal, (National Training Complaints Hotline - 1300 135 399) Information and enquiries - 1300 135 399, Telephone: 1300 399, Fax: 1300 135 247, Email enquiries: ctttenquire@cttt.nsw.gov.au
- Australian Skills Quality Authority (ASQA). Contact ASQA: Phone 1300 701 801 Email enquiries@asqa.gov.au www.asqa.gov.au/complaints/making-a-complaint.html.

Melbourne School of Fashion will give due consideration to any recommendations arising from the external review within 30 working days.

Publication

This *Non-Academic Grievance Policy and Procedure* will be made available to Students enrolled with Melbourne School of Fashion through publication on the website www.melbourneschooloffashion.com.au and Student Guide.

This *Non-Academic Grievance Policy and Procedure* was agreed to and ratified by Maree Brezzi (General Manager) of Melbourne School of Fashion on 30th April, 2012.