


POLICY	
	<h3>Non-Academic Grievance Procedure</h3>
Contact Officer	Student Services Manager, Macquarie City Campus (MQC)

Purpose	<p>MQC believes complaints should be resolved, wherever possible and appropriate, at the local level with a minimum of formal procedures. An informal process, involving discussion between a student and the Student Services Manager or nominee, will be conducted in each case to try to resolve the issue prior to a formal appeal being lodged.</p>
Overview	<p>The National Code requires registered education providers to maintain an appeals and grievances procedure to be made available to all international students.</p> <p>All MQC students, or persons who seek to enrol in a course of study at MQC, are entitled to access this grievance procedure</p> <p>Students, or persons who seek to enrol in a course of study at MQC, who feel they have been unfairly dealt with in relation to a non-academic matter should write to the Campus Director and Principal at MQC outlining the exact reasons for concern, making a note of instances and when they occurred. Such complaints and grievances will be directed initially to the Student Services Manager or nominee.</p> <p>The following grievance procedure will be used in dealing with complaints made by MQC students, and persons who seek to enrol in a course of study at MQC, relating to non-academic matters.</p> <p>Reasons and a full explanation will be given to the complainant and/or respondent, in writing, for decisions and actions taken as part of the procedures. The student, complainant and/or respondent decisions and actions taken as part of the procedures. The student, complainant and/or respondent will not be victimised or discriminated against at any stage of this procedure. The student, complainant and/or respondent may be assisted and, where appropriate accompanied, by a third party (such as a family member, friend, counsellor or other professional support person) if desired throughout each stage of the procedure:</p>

The Policy	<p>Students seeking lodge an appeal at Macquarie City Campus</p> <ul style="list-style-type: none"> (i) The Student Services Manager (SSM) or nominee will consider the written complaint or appeal within 5 working days of its receipt. He/she will review the decision and consider a range of options for solution of the dispute (this arrangement is free of charge). (ii) If the matter is not resolved in favour of the student, the complaint or appeal will be referred to the Campus Director and Principal or nominee within 5 working days of the SSM's decision. The College Director and Principal will also review the decision and consider a range of options for solution of the dispute (this arrangement is free of charge); (iii) If the matter is not resolved in favour of the student, the student will be advised in writing that the original decision stands. The student then has the option of appealing through MQC's independent grievance handling/dispute resolution process within 10 working days of the College Director and Principal's decision. <p>Independent grievance Procedure</p> <p>A suitably qualified external independent panel comprising appropriately qualified legal practitioners will be set up by the Australian Council of Private Education and Training (ACPET).</p> <p>The complainant and MQC are required to share the \$400 cost of this service equally (\$200 each).</p> <p>The contact for External Appeals is Student.appeals@acpet.edu.au.</p> <p>Students must lodge appeals via this email address and are required to complete the external appeals form which includes payment details. Appeals will not be completed until payment has been made. The appeal form is available by clicking here.</p>

The form should be lodged at Student.appeals@acpet.edu.au. There will be no mediation, only paper-based appeals will be considered. Any further enquiries should be directed to this email address. Students must NOT call or come into ACPET offices as the appeals are conducted by an independent legal practitioner who is offsite.

Turnaround time for appeals will be within 1 month of lodgement. Both the student and MQC will receive an acknowledgement letter from ACPET advising of the deadline to provide supporting information for the appeals process. The independent panel will forward their decision to ACPET who will forward the decision to all parties.

The student and MQC will be bound by the decision of the panel and such decisions are final and non-reviewable. While the parties attempt to resolve the matter the student will continue to attend classes as normal unless the student has a reasonable concern about an imminent risk to his or her health and safety.

Students may access and receive the outcome of only **one** external appeals process before MQC may exclude them.

MQC will deal with reported complaints and appeals as expeditiously as the circumstances of the complaint or appeal allow. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law and do not circumscribe a student's rights to pursue other legal remedies. Students may contact the Department of Education Employment and Workplace Relations (DEEWR) through esosmailbox@deewr.gov.au or the helpline on Workplace Relations (DEEWR) through esosmailbox@deewr.gov.au or the helpline on 0262405069. DEEWR will only look at whether the appeals process met the requirements of the National Code, it will not be looking at whether the outcome of a properly conducted appeal process was right or wrong.

Records of all grievances and their outcomes will be kept strictly confidential for a period of 5 years and the student will be allowed supervised access to these records through the Academic Director. Such records will be kept in a secure section of the student's file.

This procedure has been communicated to all MQC staff and the MQC Student Services Manager is responsible for training staff in its application. This procedure is published on http://www.city.mq.edu.au/useful_links-

	<p>forms.html. All students are made aware of the existence and location of this and all other policy/procedure statements at the time of orientation to MQC.</p>
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Date Approved	25/09/09
Approval Authority	
Date of Commencement	25/09/09
Amendment Dates	No amendments since approval
Date for Next Review	Every three years from date of approval or as required by relevant legislation. Next review is due 25/09/12.
Related Policies	<p><i>Refund Policy</i> <i>Fee Policy</i> <i>International Student Release Policy</i> <i>Deferment and Suspension Policy</i> <i>Accommodation and Welfare for International Students Under 18 years of age policy</i> <i>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007)</i></p>
Policies Superseded by this Policy	N/A New Policy