

## Academic

# Academic Grievance Policy and Procedure

Version Control and Modification History Table				
Date	Version	Modification	Approval Authority	Approved & Published Date
19/01/2011	1.0	This policy was approved by the College Council on 30 <sup>th</sup> June 2007. Change were made on 19 January 2011 following advice from DEEWR.	Dr Ian Whyte	19/01/2011
28/11/2011	1.1	New version based on previous.	Dr Ian Whyte	28/11/2011
06/11/2012	2.0	Addition of changes to the policy section.	Dr Ian Whyte and Gerald Lipman	06/11/2012
07/01/2014	3.0	Academic and Non-academic Grievance policies combined into one Grievance policy following recommendations by TEQSA in letter of 19/12/2013.	Dr Ian Whyte and Gerald Lipman	07/01/2014
07/01/2014	4.0	Addition of reference to Overseas Students Ombudsman as recommended by TEQSA in letter of 19/12/2013.	Dr Ian Whyte and Gerald Lipman	07/01/2014
Jan 2017	5.0	Non-academic policy created requiring change to title of Grievance policy.	Dr Ian Whyte and Gerald Lipman	Jan 2017
Oct 2019	6.0	Removed reference to the Office of the Training Advocate.	Dr George Brown and Gerald Lipman	Oct 2019
Nov 2019	7.0	Review of policy as part of cyclical review and alignment with National Code 2018.	Dr George Brown and Gerald Lipman	Nov 2019
March 2020	8.0	Change to ensure College Council is the Approval Authority.	College Council	March 2020

August 2020	8.1	Additional clarifications for student attendance at Academic Committee Meetings and non-access to Second Stage and External Review	College Council	September 2020
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## 1 POLICY STATEMENT AND PURPOSE

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To ensure that all academic grievances are managed in a fair and objective manner, with the desired outcome of reaching a mutually acceptable solution in the shortest possible timeframe.

All students of the International College of Hotel Management as well as those seeking to enrol in a course of the college, are entitled to access the grievance procedures set out in this policy for matters related to student progress, attendance records, assessment, curriculum, timetabling, and awards in a course of study. This policy is published on the College web site and the student Microsoft Teams site.

## 2 SCOPE

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This policy applies to all ICHM students and prospective students.

## 3 DEFINITIONS

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**Academic grievance** - Any expression of dissatisfaction with an academic aspect of a student's experience with ICHM.

**Informal grievance** - An initial complaint that is often verbal between the complainant and respondent, generally minor in nature, and does not escalate to a formal grievance (see Informal Internal Process below).

**Formal grievance** - A formal complaint submitted in writing requiring resolution (see Formal Internal Process below).

**Complainant** - Person making the complaint.

**Respondent** - Person against whom the complaint is made.

**Support person** - A person nominated by the student to provide support and/or represent the student during the process. Example: a friend or a member of the family. This **may not** include legal counsel.

## 4 POLICY DETAILS

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All complaints are viewed with the utmost seriousness and are treated in confidence.

The complainant(s) and respondent(s) are to be informed of the College's procedure and offered the option of having a support person present or accessing counselling.

Complaints may be informal or formal. The difference between the two is an informal complaint is unwritten and often unofficial, whereby a formal complaint is in writing.

Where possible, complaints should be discussed at an informal level between the persons involved. However, if this is impracticable and/or the complainant is dissatisfied with this outcome, then complainants have the right to follow the formal complaint resolution process. Please note that there are no fees associated with the internal and external processes.

## **Internal Mechanisms**

### ***Informal Internal Process***

The complainant is recommended to address and seek resolution of the grievance initially with the original source of the grievance. For example, for academic matters such as the result for an assessment, this should be done directly with the Lecturer concerned.

If this is not possible or inappropriate, the complainant is encouraged to submit a formal grievance as per the Formal Internal Process outlined below.

### ***Formal Internal Process***

- **First stage of the formal process:**

The complainant may submit the complaint in writing to the Chair of the Academic Committee. Following submission of the complaint, the Chair will acknowledge receipt of the complaint within 5 working days and the complaint will be addressed by the Academic Committee as soon as practicable. The student will be invited to the Academic Committee to present their case and may bring a support person (see Further Information below), however the student is not compelled to attend the meeting. The student will be provided with a written statement of the outcome within 5 working days of the scheduled Academic Committee meeting.

- **Second stage of the formal process:**

If not satisfied with the decision of the Academic Committee, the complainant may submit the complaint in writing to the Principal within 21 working days of receipt of the Academic Committee's decision. The complaint will be addressed within 10 working days of receipt of the complaint, and a written statement of the outcome will be given within 21 days.

## **External Independent Review**

If not satisfied with the decision of the Principal, the complainant may request that the matter be dealt with through an external Visitor appointed for that purpose within 10 working days of receipt of the Principal's decision. The Principal will provide the contact details of the External Visitor with the written response to the student, The Visitor will acknowledge receipt of the complaint within 5 working days and provide a written statement of the outcome within 21 days of receipt of the complaint.

\*Note – Where a student has chosen not to access the Second stage of the formal process, nor seek an External independent review within the timeframes outlined above, the matter will be deemed closed and no further action is required.

## Additional External Mechanisms

In addition to the aforementioned information and informal/formal processes, all students have the right to refer complaints to other bodies. Please note that complainants are generally expected to have exhausted all avenues of appeal provided by ICHM before they submit a complaint to one of the bodies outlined below:

- Office of the State Ombudsman of South Australia.  
<http://www.ombudsman.sa.gov.au>
- Equal Opportunity Commission of South Australia  
<http://www.eoc.sa.gov.au>
- Office of Consumer and Business Services  
<http://www.cbs.sa.gov.au/wcm>
- Australian Human Rights Commission  
<http://www.hreoc.gov.au>
- TEQSA  
<https://www.teqsa.gov.au/complaint-form>

In addition to the above, international students may also contact:

- ESOS Enquiry Form <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>
- Overseas Students Ombudsman  
<http://www.oso.gov.au/>

## Further information

The complainant and respondent will not be victimised or discriminated against in any procedures set out in this policy and is entitled to remain enrolled in their course of study and attend classes.

These policies are communicated to academic and support staff. The Principal is responsible for the training of academic and support staff in the application of the policy.

The complainant and/or respondent have the right to be represented by a third person (such as a family member, friend, counselor or other professional support person) if they so desire. This person should not be a legal practitioner. If a complainant wishes to be represented by a third person, 24 hour's notice should be given.

At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures must be given if so requested by the complainant and/or respondent.

Records of all grievances and applications for review of decisions and outcomes must be kept for a period of 5 years. Such records will be strictly confidential and kept in a separate file (not kept in the student or staff file). The ICHM Principal is responsible to maintain the record of grievances and appeals to the Visitor, and

they will be stored in the Principal’s Office for 5 years. Parties to the complaint will be allowed supervised access to these records.

Students of the College are entitled to access and use the grievance procedures set out in this policy, regardless of the location of the campus of the College at which the grievance has arisen, the student’s place of residence or the mode in which they study.

**5 SUPPORTING DOCUMENTATION**

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Not applicable.

**6 RESPONSIBILITIES AND AUTHORITIES**

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The Principal is the policy owner and any changes to this policy must be approved by College Council.

**7 REVIEW**

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The Principal is responsible for the review of this policy for all minor and major changes or on a 3-yearly basis, whichever comes sooner.

**8 ACKNOWLEDGEMENT (if applicable)**

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Not applicable.

**9 APPROVAL**

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<b>ACADEMIC GRIEVANCE</b>	
<b>Policy Owner</b>	Principal
<b>Version Number</b>	8.1
<b>Approval Authority</b>	College Council
<b>Approval Date</b>	September 2020
<b>Next Review Date</b>	September 2023