

FORMAL GRIEVANCE FORM

Policy Code: FGF - 001

Version: 1.0

Effective Date: 2nd April 2018

GRIEVANCE PROCESS

The Grievance Process is summarised below, however for the full policy:

- Domestic students should refer to the Grievance Policy - VET.

Stage 1 – Informal Resolution Process: You attempt to resolve the grievance informally and amicably at an early stage. This can be done through speaking directly with a member of student support or academic staff or systematised and lodged via the college.

Stage 2 – Formal Resolution Process: You have been unable to resolve the grievance informally. The formal grievance procedure begins when you state in writing, using this form, that you have a grievance and submit the completed form directly to the Student Services.

Stage 3 - Appealing the Original Decision: If you are dissatisfied with the outcome of your grievance, you may lodge an appeal with the College Manager (for academic grievances) or Head Trainer, Student Services (for non-academic grievances) within 20 working days of being informed of the decision. Your appeal **MUST** detail the reasons for the appeal. The College Manager, the Head Trainer, Student Services are responsible for reviewing appeals relating to formal grievances and convening the Complaints.

Stage 4- External Independent Review: If you are dissatisfied with the outcome of your appeal, you may make a written request to the College Manager or the Head Trainer, Student Services, for an independent external review of the decision. You will be provided with access to an external independent review of the grievance decision. Charges may apply for these services.

