

## POLICY - STUDENT GRIEVANCE, COMPLAINTS AND APPEALS

<p><b>1. Policy Statement</b></p>	<p>SAE Institute Pty Ltd trading as SAE is committed to providing a collaborative and collegial teaching and learning environment by undertaking all necessary actions to resolve grievances in a fair and expeditious manner.</p>
<p><b>2. Purpose</b></p>	<p>To demonstrate a clear commitment to the receipt and proper processing of all grievances and subsequent appeals relating to the operations of The Institutions.</p>
<p><b>3. Scope</b></p>	<p>This policy applies in the context of SAE Institute Pty Ltd operations in Australia and its approved offshore delivery sites, and is applicable to all students enrolled with, or intending to enrol with SAE.</p> <p>Procedures for SAE campuses internationally may vary in compliance with statutory requirements in other countries of operation. Students registered with SAE Institute Pty Ltd who transfer their studies to a campus outside Australia, will have their registration with SAE in Australia terminated and are required to adhere to the guidelines, policies and procedures of the legal entity to whom they have transferred their registration. This policy is applicable to all students or prospective students of The Institutions, irrespective of their place of residence, campus or mode of study.</p>
<p><b>4. Associated Policies and Procedures</b></p>	<p>This policy should be read in conjunction with the following policies and procedures;</p> <ul style="list-style-type: none"> <li>• Student Grievance, Complaints and Appeals Procedure</li> <li>• Student Discipline Rule</li> <li>• Student Assessment</li> <li>• Code of Conduct</li> <li>• Access and Equity</li> </ul>
<p><b>5. Associated Documents</b></p>	<p>This policy should be read in conjunction with the following documentation;</p>
<p><b>6. Policy</b></p>	<p><b>6.1 Introduction</b></p> <p>These grievance procedures and any decisions made under them are not intended to give rise to legal rights, or obligations on SAE Institute Pty Ltd to pay compensation either in respect of a decision made pursuant to the procedures, or for a breach of these procedures. These procedures are intended to facilitate the resolution of formal grievances brought to the attention of The Institutions.</p> <p>Anonymous grievances will not normally be considered.</p> <p><b>6.2 Before an Issue Becomes a Formal Grievance</b></p> <p>Students/potential students are encouraged, wherever possible, to discuss and resolve concerns or difficulties directly with the person(s) concerned. There are various staff including, Student Support Advisors, Administrators, Campus Academic Coordinators, Senior Lecturers, Supervisors, IT and Accommodation Coordinators available to assist students to resolve their issues at this informal level.</p> <p>This is the informal stage of the grievance process.</p> <p><b>6.3 Lodging a Formal Grievance</b></p> <p>All formal grievances must be lodged in writing to the;</p> <ul style="list-style-type: none"> <li>• Campus Manager for all general grievances, or</li> <li>• Campus Academic Coordinator for all academic grievances.</li> </ul> <p>Refer to the Grievance, Complaints and Appeals procedure for details of the processes and procedures to be followed.</p>

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### 6.4 General Stipulations

In the event of a formal grievance:

- The complainant will be given the opportunity to present their case;
- All matters arising shall be accurately documented and recorded. Records shall be maintained for a minimum period of five years and treated as confidential in accordance with Institution policy on information privacy;
- A written statement of the outcomes will be issued at each stage of the process giving due reasons for decisions reached;
- The complainant will have the right to have a representative present who may be a relative, friend or colleague, but not a legal representative, during any negotiations with The Institution or its representatives;
- The complainant will not be required to meet any costs associated with lodging a grievance, provided the procedures contained herein are adhered to;
- The complainant shall not be subject to discrimination, victimisation or any other form of harassment as a result of actions taken under these guidelines.

### 6.5 Principles that Underpin these Grievance Procedures

The guiding principles of these procedures are that grievances shall be:

- Treated seriously and with fairness;
- Dealt with promptly, simply and at the level of the specific campus as far as is possible;
- Treated consistently across The Institutions;
- Subject to the principles of natural justice;
- Progressed through informal and formal stages;
- Dealt with and resolved wherever possible without recourse to the formal stage, and shall be without prejudice to a complainant's right to pursue external legal remedies after having exhausted all internal Institution grievance procedures;
- 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.

### 6.6 Grounds for Lodging an Academic Grievance

There are four grounds for lodging an academic grievance:

- a. Performance in an assessment suffered through illness or other factors that the student was unable or, for valid reasons, unwilling, to disclose before the results were awarded.  
A grievance under such grounds will normally be dismissed unless an acceptable explanation is given for not presenting the extenuating circumstances in advance of the results having been awarded.
- b. An assessment was not conducted in accordance with the approved program regulations.
- c. There was a material administrative error in the conduct of an assessment or other academic decision.
- d. Some other material irregularity occurred in making an academic decision.

#### Students should also note that:

Academic grievances lodged on grounds other than illness, may only be made against formal published decisions - not against informal marks or grades that have yet to be approved.

The Institutions will not accept academic grievances based on a claim by the student that they did not know or fully appreciate the assessment regulations and procedures, or that they were unaware of the grievance procedure, or their rights and responsibilities, which includes the process for presenting extenuating circumstances.

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	<p><b>6.7 Staff Responsibility</b></p> <p>Improving the quality of customer service and reducing dissatisfaction or grievances is the responsibility of all. All staff are encouraged to informally and formally identify, report and where possible prevent or remedy problems and concerns related to the fair treatment of students or potential students. This may occur during general communication in the performance of their role, by discussion, participation in meetings and formally by submitting a report to the Campus Manager or the Campus Academic Coordinator (For academic grievances) suggesting process improvement.</p> <p>The Campus Manager is responsible for reviewing and approving process improvement reports, for investigating the cause(s) of potential problems identified, for initiating preventative action to eliminate the problem or potential problem, for verifying that approved process improvements have been implemented and preventative action has taken place to prevent or reduce future grievances or appeals and that this action complies with relevant Commonwealth and State law / legislation.</p>								
<p><b>7. Records</b></p>	<table data-bbox="475 757 1332 878"> <tr> <td>13 July</td> <td>2007 policy implemented (Approved academic board)</td> </tr> <tr> <td>9 September</td> <td>2009 policy amendment (Approved by chair academic board)</td> </tr> <tr> <td>15 February</td> <td>2011 policy approved (by the CEO &amp; Managing Director)</td> </tr> <tr> <td>28 February</td> <td>2011 policy approved (by CEO &amp; Managing Director)</td> </tr> </table> <p><b>1 July 2013 Policy to be reviewed</b></p>	13 July	2007 policy implemented (Approved academic board)	9 September	2009 policy amendment (Approved by chair academic board)	15 February	2011 policy approved (by the CEO & Managing Director)	28 February	2011 policy approved (by CEO & Managing Director)
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