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Related Documents	<p><i>Admission and Enrolment Policy and Procedures</i> <i>Advanced Standing, Credit Transfer and Articulation Policy and Procedures</i> <i>Assessment, Grading Policy, and Procedures</i> <i>WIL Assessment Policy</i> <i>Awards with Distinction Policy</i> <i>Bullying, Discrimination and Harassment Policy</i> <i>Course Intermission Policy</i> <i>Deferral Policy and Procedures</i> <i>Disability Policy</i> <i>Fees, Charges and Refunds Policy</i> <i>Access and Reasonable Adjustments Policy and Procedures</i> <i>Records Management Policy and Procedures</i> <i>Sexual Assault and Sexual Harassment Policy – Student Staff Sexual Assault and Sexual Harassment Policy</i> <i>Student Equity, Diversity and Fair Treatment Policy</i> <i>Student Support Policy</i> <i>Students at Risk Policy and Procedures</i> <i>Staff Code of Conduct Policy</i> <i>Student Code of Conduct Policy</i> <i>Student Information Protection and Access Policy</i></p>

1. Purpose

Analytics Institute of Australia (AIA) recognises the rights of students or those seeking to enrol in a course of study at the AIA to have unhindered access to a grievance and resolution process. This means they have the right to report problems, concerns, or grievances regarding any aspect of their education or other activities, which are within the control of the AIA.

2. Scope

- a. This policy applies to all students of AIA and those seeking admission, regardless of the place of study or the course being studied. It applies to student grievances relating to actions or decisions taken by the AIA and its staff, whether of an academic or administrative nature.
- b. The processes outlined in this policy are available to current students of AIA, students on intermission, past students and graduates may seek to resolve a grievance through these processes where the matter to which it relates occurred when they were a current student.
- c. AIA's education agents or any related party the registered provider has an arrangement to deliver the overseas student's course or related services such as its WIL arrangements are covered by this document.

- d. This policy does not apply to grievances relating to actions or decisions more than one-year past, except in the case of compelling and/or exceptional circumstances.
- e. Academic grievances may include issues relating to, but are not limited to:
- Selection and Admission
 - Content and delivery of subjects in a course
 - Learning support and student services
 - Recognition of Prior Learning (RPL)
 - Advanced Standing
 - Assessments (for example assignments, tests, examinations) and includes student grievances relating to grades awarded for units.
 - Exclusion
 - Special Consideration
- f. Non-academic grievances may include but are not limited to issues relating to:
- Fee Payment
 - Withdrawal without Penalty
 - Misconduct (other than plagiarism)
 - Critical Incidents
 - Harassment and Discrimination
 - Health and wellbeing
 - Facilities

3. Principles

AIA approaches student grievance resolution, and devises student grievance resolution processes, according to the following guiding principles:

- a. Students and staff participate in the grievance resolution process in good faith. Grievances found to be vexatious, frivolous, or lacking substance will be dismissed.
- b. Grievance processes adhere to principles of natural justice/procedural fairness.
- c. Students and staff are treated respectfully and fairly throughout the grievance resolution process.
- d. Students will not suffer any form of disadvantage as a result of making a complaint.
- e. Student confidentiality is maintained throughout the grievance resolution process in accordance with the Privacy Act 1988 (Cwth) and the AIA [Privacy Policy](#)

- f. Student grievances are resolved as expeditiously as possible. To this end, student grievances are to be addressed as close as possible to the source of student dissatisfaction and an on us rests on a student to seek to resolve grievances informally in the first instance, where possible.
- g. Effective, reciprocal communication and feedback underpins the relationship between all parties in the grievance process.
- h. Actions undertaken to resolve student grievances are recorded and communicated to all relevant parties.
- i. Grievances provide valuable input to the continuous improvement of courses, policies, procedures, and services of AIA, are monitored, and acted upon accordingly.
- j. Grievance procedures and the support available to students are widely publicised to facilitate access to the grievance resolution process.
- k. Any written agreement between students and the AIA does not limit the students' right to make complaints and seek appeals of decisions and action under various processes, and in the case of international students studying onshore in Australia, written agreements do not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- l. AIA must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action if the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student.

4. Guidelines

Grievance Resolution

- a. AIA will ensure the following when dealing with complaints, grievances, and appeals:
 - Each complaint, grievance, appeal, and its outcome are recorded in writing.
 - To the extent practicable, each complaint or grievance is confidential (outside the parties and to whom the complaint or grievance applies) and the staff who are responsible for administering the process.
 - Students must complete the AIA's *Student Formal Grievance Form* available from Student Management System to set out in writing the nature of the complaint or grievance including all relevant supplementary information or documents.
 - Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance.
 - Each appeal is heard by an independent person or panel; and

- Each appellant
 - ii. has an opportunity to formally present their case; and
 - iii. is given a written statement of the appeal outcomes, including a full explanation for the decision.
- b. The AIA is dedicated to the fair hearing and resolution of all grievances and will discuss with students and staff their familiarity with procedures for dealing with complaints, grievances, and appeals. The grievance policies and procedures will be presented at orientation for both staff and students and detailed in the student handbooks. The Chief Executive Officer is responsible for ensuring the training of academic and academic support staff in the application of the policy. Likewise, the Chief Operating Officer is responsible for training administration staff in the application of the policy.

Grievance Procedure

The formal appeal process described here as the AIA Grievance procedure is at minimal or no cost to AIA students.

If a problem, complaint, or grievance is being experienced with a staff member or a student, the following procedure should be used:

Informal stage:

- Identify and discuss the complaint or grievance with the other party.
- Discuss the best outcome to the complaint or grievance.
- Agree to act to resolve the complaint or grievance.

Stage One:

If after talking to the person, the complaint or grievance remains unresolved, the student will need to lodge a formal complaint in writing with Student Administration.

- Academic grievances will be mediated by the Registrar.
- Non-academic grievances will be mediated by the COO or nominee.
- The process will commence within 10 working days of lodgement of complaint.
- The student will have the opportunity to formally present their case.
- Both parties to the complaint or grievance may bring a support person who is a third party to these meetings
- The AIA will provide both parties to the complaint or grievance with a written statement advising of the complaint outcome, including the reasons for the decision within 10 working days of the commencement of the process.

Stage Two:

If the student is dissatisfied with the decision and:

- It is an academic matter; they may appeal to Academic Board within 10 working days of receipt of the decisions. The Academic Board has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.
- If it is a non-academic matter, they may appeal to the CEO within 10 working days of receipt of the decision. The CEO has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.

Delegation and Documentation

Once a formal complaint is made, all steps to resolve the matter must be documented as follows:

- i. Student Administration receives the complaint in writing with details of the complaint, date, and signature of the complainant.
- ii. The written complaint will be forwarded to the Registrar for academic grievances or the COO for non-academic grievances, who will record the outcome of their consideration on the SMS and advise the student in writing.
- iii. The Registrar shall be AIA's nominated grievance officer and must:
 - a. advise students and staff of AIA's grievance procedures,
 - b. receive both academic and administrative grievances,
 - c. receive, record, and monitor the number and nature of grievances received from candidates, maintaining a file of all correspondence and communication in relation to a grievance.
 - d. Be named in the Domestic and International Student Handbooks and in other appropriate communications as AIA's appointed grievance officer.
- iv. In order that there is no conflict of interest or perceived bias, at least one additional assistant grievance officer will be appointed by the Academic Dean or CEO to process cases for which the grievance officer is involved or is unavailable.

Appeals and Mediation Process

- i. Serious attempts should be made to resolve a complaint in a manner acceptable to all parties to reach a mutually satisfactory resolution. Details of the process and resolution must be documented, and copies given to all parties involved. A complete file of the complaint will be kept confidentially, and the steps taken to resolve the matter must be retained by AIA for a minimum statutory required period.

- ii. The student will be informed in writing, within 10 working days of the conclusion of the internal review, of their right to access an external complaint handling and appeals process at minimal or no cost.
- iii. If the grievance proceeds to Stage 2, the Academic Board or CEO, as appropriate, will handle the complaint without prejudice and document all actions taken to investigate and resolve the matter.
- iv. If unresolved, a thorough investigation will be conducted and documented. This will involve the Grievance Officer establishing a grievance committee of at least 2 external members of the Board of Directors and the Chair of Academic Board or an external member of Academic Board nominated by the Chair of Academic Board.
- v. The Grievance Officer will contract with an external mediator or expert decision maker where this is required to resolve the matter.
- vi. If the complaint is against a Course Convenor, the Grievance Officer will forward it directly to the Academic Dean. If against the CEO, the Grievance Officer will forward it directly to the Chair of Audit and Risk Committee to progress the matter further.
- vii. If the complaint is against the Academic Board, the Grievance Officer will forward it directly to the Chair, Board of Directors to progress the matter further.
- viii. If the AIA needs to rectify its own policy and procedures, the AIA must act immediately and document any changes to policies and procedures. This will be dealt with by the appropriate committee on a case-to-case basis and any changes will be implemented as soon as possible.
- ix. If the student is dissatisfied with the outcome of the grievance process, they may appeal the decision by requesting an external independent arbiter. The student must access the external independent arbitrator appointed by the Board of Directors within 30 days of receipt of the decision.
- x. Any external independent arbitrator arrangements identified by the AIA will be at no cost or at reasonable cost to students, and will be applied consistently, fairly and without reprisal. Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved.
- xi. Additionally, and for non-academic and administrative appeals only, the following external mediation avenues are available to students in Australia:

For Domestic students

Resolution Institute: is an independent national association of dispute resolution.

Email: infoaus@resolution.institute

Website: www.resolution.institute

For Domestic FEE-HELP Students

A student who is enrolled in or entitled to FEE- HELP and is not satisfied with the decision may apply to the Administrative Appeals Tribunal (AAT) for a review of that decision. Further information about the AAT including all costs and required application forms can be obtained from www.aat.gov.au.

For International Students in Australia

An international student may lodge an external appeal or complain about the decision to the Overseas Student Ombudsman. The Overseas Student Ombudsman offers free and independent advice to international students who may have a complaint about their private education or training provider.

Overseas Student Ombudsman

GPO Box 442 Canberra ACT 2601

Phone: 1300 362 072

www.oso.gov.au

Remediation and implementation

If the process results in a recommendation or decision upholding the grievance, AIA will implement the recommendations or decision as soon as possible, depending on the nature of the matter, and/or take the preventative or corrective action required by the decision and advise the student and any relevant stakeholder accordingly. In any case, remediation and implementation will commence within five working days of the decision.

Monitoring and reporting

- a. The Registrar and COO will provide the Executive Leadership Group with an annual summary of student grievances received, noting the nature of the grievance, the course of origin (if relevant), the student level and gender, and the outcomes of each process. The ELG will consider whether any actions are needed to address endemic issues and identify any other statistic of relevance.
- b. The CEO will prepare an annual summary of grievances and appeals, including the outcomes of the ELG's considerations for the Academic Board and Board of Directors.

Dissemination

Students will be provided with information about the AIA grievance procedures and how to access it with orientation materials and in the student handbooks. Information about the procedures will also be provided to unsuccessful applicants for entry to AIA in the outcome advice they receive from AIA. Notices about the grievance procedures, the grievance officer and alternative grievance officer will be displayed on notice boards throughout the campus and posted on the Learning Management System (CANVAS) along with the [Student Formal Grievance Form](#).

5. Responsibilities

The Chief Operating Officer and Registrar are responsible for maintenance and implementation of this Policy.

6. Legislation and Related Documents

The following legislation and guidelines are relevant to this Policy.

- Education Services for Overseas Students Act 2000
- National Code of Conduct for Providers of Education and Training to Overseas Students
- Privacy Act 1988

The following **Standards** in the Higher Education Standards Framework relate:

Registration: 2.4.1, 2.4.2, 2.4.3, 2.4.5, 6.2.1j

Accreditation: 4.1.1a-e, 4.2.1a-g

APPENDIX 1:

Student complaint and grievance flowchart (Refer to the following page)

Version history

Version	Approved by	Approval Date	Details
1.0	Academic Board	16/11/2020	
1.1	CEO	15/06/2021	Section on remediation and implementation added
2.0	Academic Board	31/10/2022	Amended to comply with National Code Standard 10 which were accepted by TEQSA as part of CRICOS approval. This version includes the changes made on 15/06/2021.

Document owner: Academic Board

Student Complaint and Grievance Flowchart



