

Policy and Procedure

Name:	Complaints, Grievances & Appeals Policy & Procedure
Approved by:	Director, Student Engagement
Date Approved:	23/08/2017
Approved by:	Head of Compliance
Date Approved:	23/08/2017
Implementation Owner	Student Support
Maintenance Owner	Head of Compliance
Review Date	23/08/2018

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SECTION 1 – INTRODUCTION

CONTEXT

IVY INSTITUTE is committed to a fair and equitable approach in resolving complaints, grievances and appeals relating to any aspects of its services and operations.

PURPOSE

To outline the policy and procedure for student complaints, grievances and appeals.

SCOPE

This policy and procedure applies to all students and prospective students.

This policy and procedure covers any perceived ground for complaint by a student or prospective student but it does not cover dissatisfaction in relation to an assessment process or outcome - that is an Assessment Appeal. Refer to Assessment Appeals Policy and Procedure for further information.

Anyone is entitled to access the Complaints, Grievances & Appeals Policy and Procedure regardless of the location at which a grievance may have arisen, place of residence, their mode or course of study.

SECTION 2 – POLICY

PRINCIPLES

The Complaints, Grievances & Appeals Policy and Procedure is guided by the principles of access, equity, fairness and timeliness.

IVY INSTITUTE is committed to:

- ensuring a complainant or respondent is not victimised or discriminated against
- conducting complaints processes in accordance with the principles of natural justice
- considering complaints in a consistent, transparent, objective and unbiased manner
- making all details of the procedures publicly available
- informing students of the policy during their course orientation and advising students to read it at the commencement of a course
- specifying reasonable timelines for responses to each stage of the process and monitoring of these timelines
- allowing the complainant and / or respondent to be accompanied and / or assisted by a third party if desired
- providing reasons and full explanation in writing for decisions and actions taken as part of the procedures, if requested by the complainant and / or respondent
- keeping appropriate records of grievances for at least five years, and allowing parties to the complaint appropriate access to these records
- ensuring that such records are treated as confidential
- reviewing the complaints/appeals-handling process regularly

POLICY

1. IVY INSTITUTE will ensure fair and equitable management of complaints, grievances and appeals by providing a transparent, timely and consistent process for resolving complaints, grievances and appeals.
2. All students will be able to view this policy prior to enrolment and will be advised to read it at the commencement of a course with IVY INSTITUTE.

SECTION 3 – PROCEDURE

Informal Complaints

1. All students and prospective students are encouraged to resolve grievances by bringing the matter directly to the attention of the IVY INSTITUTE staff member concerned. If the student / prospective student is not satisfied with the outcome he/she may choose to lodge a formal complaint under this policy.

Formal Complaints

2. Students and prospective students must submit their formal complaint in writing via email to: complaints@ivy.edu.au or post to Complaints, Ivy Institute, Level 21, 580 George St Sydney NSW 2000.

It is essential that the following information is included in the email / letter:

- a. details of the complaint;
 - b. supporting information that the complainant wishes to have considered;
 - c. an explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory; and
 - d. what the complainant thinks needs to be done to address his/her concerns.
3. Upon receipt of the formal complaint the Director of Student Engagement or nominated delegate will respond to the complainant in writing and acknowledge receipt of the complaint. The date of this notification becomes the commencement date of the complaint process. An entry is created in the Complaints Log and this register is continually updated each step of the remaining procedure.
 4. The complaint will be investigated by the Director of Student Engagement or nominated delegate who will discuss the issues with the person(s) concerned. If the complaint is about the Director of Student Engagement or nominated delegate it will be handed to the Executive Director of Legal & Compliance, who will follow the complaint through to a final solution.
 5. The complainant will be provided with a written report of the steps taken to address the complaint within 21 days of the commencement date of the complaint process.

If the complaint is upheld the Director of Student Engagement or nominated delegate will immediately notify relevant staff to implement the actions required to resolve the complaint.

If the complaint is not upheld, then the complainant will be given a written explanation detailing the reasons for that decision. The complainant will also be advised of his/her right to access the internal appeals process if not satisfied with the outcome of the formal complaint. The Director of Student Engagement or nominated delegate will retain a written record of the complaint and its outcome.

Appeals

6. If a student or prospective student is not satisfied with a decision made by IVY INSTITUTE he/she has 21 days from the date nominated in the written notification by IVY INSTITUTE in which to lodge an Appeal. This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory academic progress, misbehaviour, refusals of transfer applications, and/or pending cancellation of enrolment.
7. Appeals must be lodged in writing via email to: appeals@ivy.edu.au or post to Appeals, Ivy College, Level 21, 580 George St, Sydney NSW 2000.

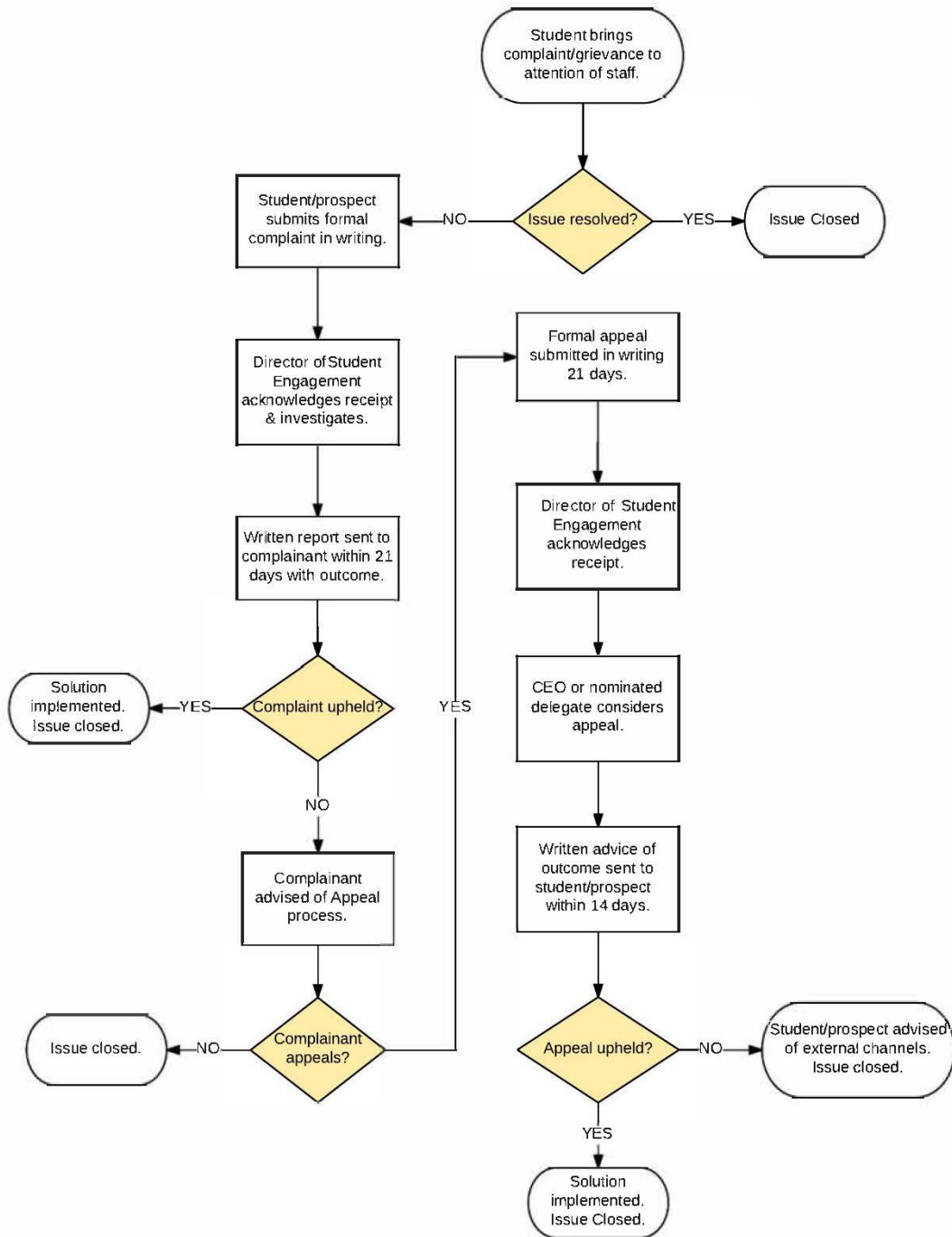
It is essential that the following information is included in the email / letter:

- a. details of the decision that is being appealed;
 - b. brief reasons why you believe the decision is wrong;
 - c. any other information the student/prospect wishes to be considered.
8. Upon receipt of the written Appeal the CEO or nominated delegate will respond to the student / prospect in writing and acknowledge receipt of the Appeal. The date of this notification becomes the commencement date of the appeal process.
 9. The Appeal will be considered by the CEO or nominated delegate, who may decide:
 - a. to make a determination based on the information provided; or
 - b. that there are insufficient grounds to take further action, thus concluding the consideration of the matter under this process.
 10. The student / prospect will be advised in writing of the decision and the reasons for it within 14 days of the commencement date of the appeal process.

If the appeal is upheld the student / prospect will be informed of the action to be taken to resolve the matter. IVY INSTITUTE will immediately implement any decision and/or action required.

If the appeal is not upheld the student / prospect may wish to seek external advice regarding other legal remedies.

PROCESS MAP



SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

DEFINITIONS

Word/Term	Definition
Grievance	Any perceived ground for complaint by a student or prospective student, excluding dissatisfaction in relation to an assessment process or outcome - that is an Assessment Appeal. Refer to Assessment Appeals Policy and Procedure for further information.
Informal complaint	The assertion of a grievance in an informal way i.e. speaking with a staff member.
Formal complaint	The assertion of a grievance in a formal way i.e. it is written down for official processing.
Complainant	The student or prospective student lodging the complaint.
Appeal	If a student is dissatisfied with a decision made by IVY INSTITUTE, he/she has 21 days from the date stated within the written notification in which to lodge an appeal to have the case reviewed. This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory academic progress, misbehaviour, refusals of transfer applications, and/or pending cancellation of enrolment.

SUPPORTING DOCUMENTATION

Document name	Document type	Location
Complaints log	Register	Internal folder

SECTION 5 – GOVERNANCE**CHANGE HISTORY**

Version	Approval date	Approved by	Approved by	Change
1.0	17/09/2012	CEO		New Policy
1.1	3/04/14	CEO		Updated complaints and appeals email address Checked for compatibility with other procedures and SGA/VFH policies Added summary of available external grievance avenues
1.2	21/8/2104	Head of Compliance and Product Development		Updates to title and roles and process to remove CEO from both stages of review
1.3	29/07/2015	Director, Product & Compliance	Compliance Manager	Template formatting changes applied. Change of address
1.4	02/12/2015		Compliance Manager	Change of position title
1.5	6/04/2017	Head of Compliance		Inclusion of additional appeal process for students enrolled on behalf of SGA
1.6	8/05/2017	Head of Compliance		Update to change of roles
1.7	23/08/2017	Head of Compliance		Updated to remove reference to Study Group Australia