Student Grievance Management Policy and Procedure

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Policy Statement	
Purpose	Glencoe Institute of Higher Education ('the Institute') *Student Grievance Management Policy and Procedure* ('the Policy') establishes the framework for managing academic and non-academic grievances, including complaints and appeals arising from any circumstance or procedure that affects students. The Policy ensures grievances are managed fairly, transparently, and consistently, upholding student wellbeing, equity, and institutional integrity.
Scope	This Policy is applicable to all prospective and current students.
Definitions	For definitions, please refer to the *Dictionary of Terms.*

1. Policy Principles

a) The Institute:

i. Complies with all relevant Commonwealth and Western Australian legislation, including the *Higher Education Standards Framework (Threshold Standards) 2021 (HESF 2021), Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act), Education Services for Overseas Students Act 2000 (ESOS Act),* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*, to ensure regulatory alignment and institutional integrity;

ii. Commits to managing grievances in a manner that is fair, transparent, timely, and consistent with the principles of natural justice and procedural fairness;

iii. Provides accessible, student-focused processes that uphold equity, diversity, and inclusion, ensuring all students are treated with dignity and respect and are not disadvantaged for lodging a grievance;

iv. Provides appropriate support to assist students in navigating grievance processes, including those who experience barriers such as language, disability, or other challenges, ensuring accessibility, inclusivity, and sector best practice;

v. Ensures all complaints and appeals are addressed without bias, victimisation, or discrimination, and that appropriate measures protect the wellbeing and safety of all parties involved;

vi. Recognises the value of student feedback and the importance of effective grievance resolution in enhancing the quality of the student experience and continuous institutional improvement;

vii. Maintains strict confidentiality and privacy in grievance management, consistent with the *Privacy Act 1988 (Cth)*, and the Institute's *Records Management Policy and Procedure;*

viii. Manages all grievances and appeals within clearly defined timeframes to ensure timely resolution and compliance with *TEQSA* and *National Code* requirements;

ix. Embeds systematic monitoring and reporting of grievances to inform governance, quality assurance, and risk management processes, with semester-wise reporting to Academic Board and Governing Council, and as required reporting in urgent circumstances.

b) The Institute's student grievance management process:

i. Ensures fairness, equity, and impartiality in the investigation and resolution of all grievances, consistent with the principles of natural justice and procedural fairness as required under the *HESF 2021*;

ii. Provides clear, transparent, and accessible processes for all students, including those from diverse backgrounds and with varying support needs, in alignment with institutional equity and inclusion obligations;

iii. Investigates and resolves complaints in a timely, consistent, and evidence-based manner to support student wellbeing and institutional integrity;

iv. Applies procedural fairness at every stage of the grievance process, ensuring all parties are afforded the right to be heard and to respond to any allegations;
v. Upholds institutional accountability by only pursuing substantiated complaints and ensuring grievance management processes respect the dignity and rights of all parties involved.

2. Responsibilities

a) The Institute will maintain privacy and confidentiality by:
   i. Appointing senior staff to manage grievances who are not involved in the appeal or grievance;
   ii. Handling complaints with appropriate confidentiality;
   iii. Conducting each grievance resolution process with as few individuals as necessary;
   iv. Only disclosing grievance records to relevant internal or external authorities as required by duty of care obligations or law;
   v. Maintaining records securely and confidentially as per the *Records Management Policy and Procedure*.

b) The Dean is responsible for:
   i. Ensuring staff and students are informed of the Policy through multiple channels, including orientation, the website, handbooks, and visible reminders across campus;
   ii. Providing regular reports on student grievances to Academic Board.

c) Staff managing grievances must:
   i. Address the complainants' concerns promptly, consistently, and transparently;
   ii. Ensure all parties have an equal opportunity to be heard and fairly treated;
   iii. Ensure parties are informed of any allegations and have a chance to respond;
   iv. Keep parties updated on the progress of the grievances;
   v. Ensure there are no undue consequences to complainants.

d) The complainant is accountable for:
   i. Confirming the authenticity and truthfulness of the matter raised;
   ii. Participating actively in the process;
   iii. Adhering to the procedures and respecting any agreements made.

e) The complainant can withdraw the complaint or appeal at any stage without providing reasons;

f) The respondent must actively participate, provide any evidence, and respect the resolution process;

g) Anonymous complaints:
   i. All anonymous complaints must be reported to the Dean;
   ii. Anonymous complaints concerning harassment, sexual assault, threats to personal security, or other safety-related matters will be investigated to the extent possible;
   iii. Consistent reporting of anonymous complaints strengthens accountability, governance, and compliance with *HESF Standard 2.3 and TEQSA Wellbeing and Safety Guidance*.

3. Grievance Process – General

a) Students and staff involved in grievance management at the Institute are encouraged to have a support person attend meetings and discussions. This support person can be any individual chosen by either party but must not acting as registered legal practitioner and is not authorised to speak on behalf of the party they are supporting;

b) There are no costs associated with the complainant's use of the internal or external grievance and appeals procedures;

c) Students may choose to remain anonymous when lodging a complaint. However, opting for anonymity may, in certain circumstances, limit the Institute's ability to resolve the complaint depending on the issues during the appeals process;

d) Access to anonymous complaint records is restricted to the Dean, with a secure register maintained for governance oversight without breaching confidentiality;

e) Where a resolution or appeal is found in favour of a student, an action is implemented immediately.

4. Informal Grievance Management

Students are encouraged to first attempt to resolve a grievance informally by communicating with the relevant party. Constructive and open dialogue can normally resolve grievances and complaints. However, should the student's concern not be resolved satisfactorily during this informal phase, they have the choice to commence a formal grievance management process.

a) The staff should aim to resolve the grievances within 10 working days. If this isn't possible, the student must be notified in writing, explaining the delay and providing a new resolution timeframe, not exceeding an additional 10 working days;
b) When the student initiates an informal process, they must be clear about the nature of the grievance and the grounds on which the complaint is being made.

5. Formal Grievance Management Process

a) Stage One: Lodgement and Initial Assessment

i. All formal grievances must be submitted in writing using the *Grievance and Appeal Form* available on the Institute website;
ii. Academic grievances should be directed to the Discipline Coordinator;
iii. Non-academic or administrative grievances should be directed to the Student Support Manager;
iv. Upon receipt of the grievance, any grievance related to either the Discipline Coordinator or the Student Support Manager goes directly to the Dean. All formal grievances must be acknowledged in writing within 5 working days of receipt;
v. Meetings with the complainant should happen within 5 to 10 working days of receiving the complaint. A written outcome must be sent to all parties within 20 working days of the grievance being lodged. For delays due to complexity, notify the complainant in writing with reasons and an updated resolution date;
vi. Based on the nature of the grievance, the Discipline Coordinator, Student Support Manager, or their designated representative will schedule a meeting to discuss the matter at hand with the complainant;
vii. The Discipline Coordinator or the Student Support Manager may seek clarification on the desired student outcome or resolution, in written form, verbally, or in person during the meeting;
viii. The Discipline Coordinator or the Student Support Manager will meet with the respondent and investigate the matter;
ix. The student and respondent are encouraged to be accompanied by a support person during the in-person interview.
x. The Discipline Coordinator and Student Support Manager are required to consider the matter in light of all information provided;
xi. The parties are informed of the right of appeal if they are dissatisfied with the outcomes or the administrative procedure. Students are informed of the internal appeal process (*Formal Grievance - Stage 2*). Staff are referred to the *Human Resource Management Policy and Procedure*.

b) Stage Two: Internal Appeal

i. A student has the right to appeal to the Dean if they are dissatisfied with the resolution of their grievance or if there is additional information not previously considered within ten (10) working days of receiving the outcome;
ii. The Dean must acknowledge the internal appeal within five working days and convene a Grievance Committee within 10 working days of receiving the *Grievance and Appeal Form*. If additional time is required due to complexity, the student must be informed in writing with an updated timeframe (not exceeding a further 10 working days);

iii. The Grievance Committee will normally comprise the relevant Discipline Coordinator, the Student Support Manager and a senior staff member. An impartial staff member will be substituted if the Discipline Coordinator or Student Support Manager is directly involved in the matter;
iv. Consultations should be conducted primarily through in-person interviews whenever possible, and parties are encouraged to be accompanied by a support person;
v. A written outcome, including reasons for the decision, must be provided within 20 working days of the appeal being lodged. This report will be issued by the Dean or their representative;
vi. The student will also be informed of their right to external appeal should they remain dissatisfied with the outcome of the internal appeal. Details of the external appeal process will be included in the report.

c) Stage Three: External Appeal

i. Domestic Student

A domestic student seeking further appeal may be referred to, or may independently access, an external, independent dispute resolution process. The Institute maintains clear referral pathways to the Resolution Institute's Student Mediation Scheme, ensuring impartiality, transparency, and access to an independent review consistent with sector best practice.

Resolution Institute (WA)
King Park Business and Secretarial Services
44 Kings Park Road, West Perth WA 6005
Phone: +61 8 6263 4462
Office Hours: 9:00 AM - 5:00 PM, Monday to Friday

In addition, domestic students may lodge a complaint with the *TEQSA* if the matter relates to a potential breach of the *HESF 2021*.

The Institute does not charge students for accessing internal complaints and appeals processes and will maintain enrolment while an external appeal is in progress, where required under applicable regulatory frameworks.

ii. International Student

An international student seeking further appeal is directed to the external dispute resolution process via the National Student Ombudsman (NSO)**.** The NSO provides a free and impartial service for both domestic and international students enrolled in Australian higher education providers who wish to file an external appeal or complaint regarding a decision made by their education provider.

National Student Ombudsman (Australia)
Phone: 1300 395 775
Office Hours: 10:00 AM to 4:00 PM, Monday to Friday
(except Wednesday, 10:00 AM to 2:00 PM)
Online Form:
https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm
Website: https://www.nso.gov.au/

External appeal timeframes are determined by the relevant external agency; however, the Institute will provide all necessary documentation to the NSO within 10 working days of receiving notice of the external appeal to ensure timely processing.

The steps for managing formal grievances are outlined in *Appendix 1: Grievance and Appeals Process*. This process includes all stages, from the initial complaint submission through to external appeal, and the timeframes for resolution at each stage.

6. Enrolment Status

A student's enrolment status will remain when raising a grievance, i.e., their enrolment will continue through the grievance management process.

7. Record Keeping

Records of all student grievance management processes will be kept in accordance with Institute's *Record Management Policy and Procedure*.

8. Monitoring and Reporting

The Institute welcomes feedback on its activities to ensure effective, transparent and fair processes. All parties involved in a grievance management matter are encouraged to provide feedback on the process, supporting a culture of continuous quality assurance and institutional responsiveness.

The Dean and the Executive Management Team will monitor the ongoing effectiveness of this Policy. To strengthen governance oversight and transparency, the Dean will prepare a comprehensive report on student grievances and complaints for the Academic Board and the Risk and Audit Committee each semester. This semesterly reporting framework ensures that systematic trends, risks, and quality improvement opportunities are regularly reviewed at senior governance levels.

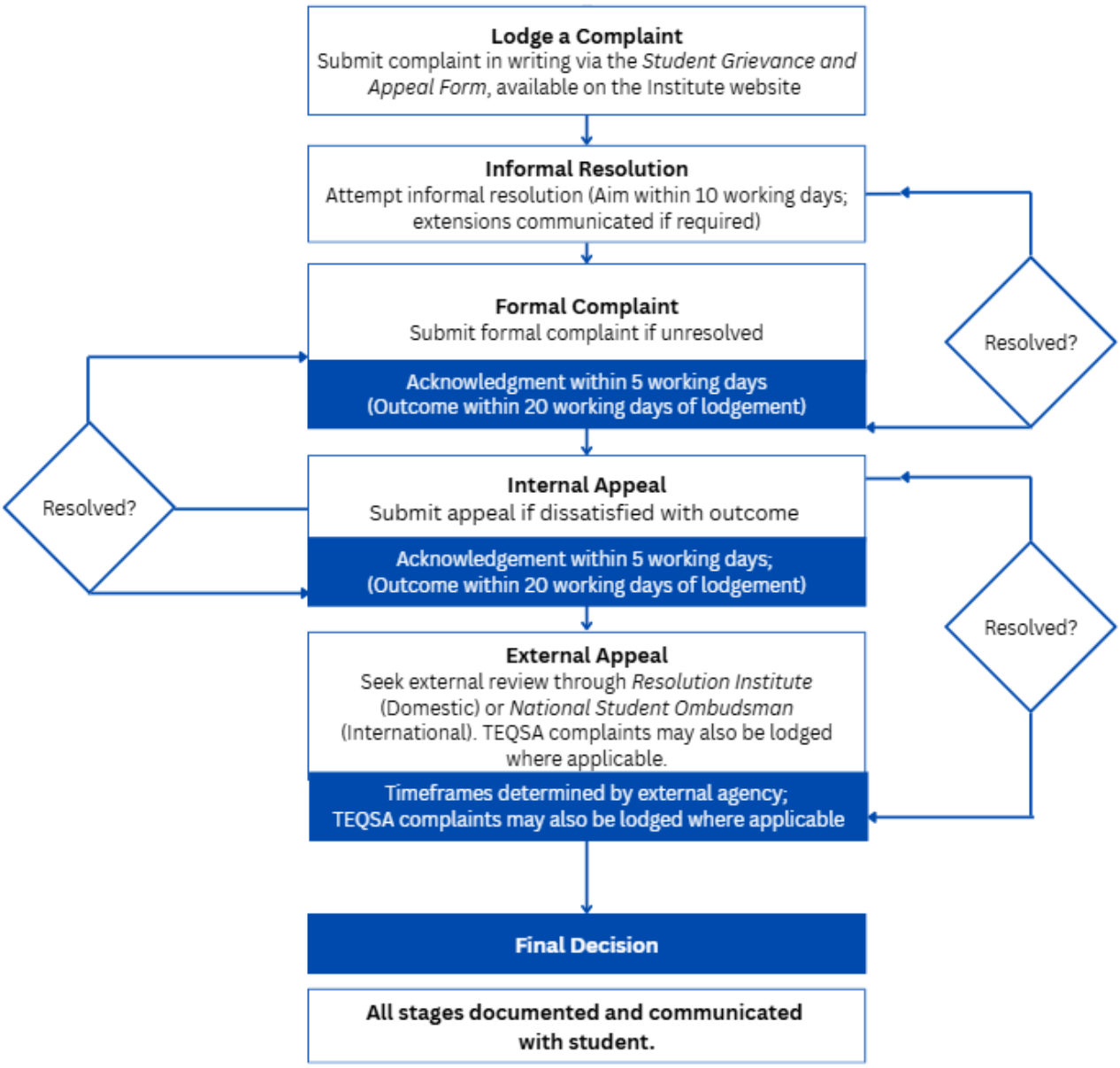
In circumstances requiring urgent attention, the Dean will arrange for ad-hoc reporting, providing an additional safeguard to protect student wellbeing and institutional integrity. Any identified need for institutional mitigation will be reported to the Governing Council, ensuring proactive risk management and alignment with strong governance practice.

This monitoring and reporting structure reflect the Institute's commitment to accountability, continuous improvement, and the maintenance of robust, high-quality grievance management processes across the organisation.

9. Review and Evaluation

This Policy will be reviewed at least every two years, or earlier if required due to changes in legislation, regulatory requirements, technological developments within professional and industry sectors, or institutional priorities, to ensure its ongoing relevance, accuracy, and effectiveness.

Appendix 1: Grievance and Appeals Process



Version Control

Version	Date of Approval	Approved By	Related Documents
1.2	15 April 2026	Academic Board	Records Management Policy and Procedure Student Code of Conduct Academic Integrity Policy and Procedure Assessment Policy and Procedure Mental Health, Wellbeing and Sexual Harassment Strategy Plan
Benchmarking Institutions			Crown Institute of Higher Education Excelsia College Ltd La Trobe University Australian Institute of Music
Policy Owner			Dean
Legislations			Higher Education Standards Framework (Threshold Standard) 2021 (Cth) (HESF 2021) Tertiary Education Quality and Standards Agency Act 2011 (Cth) (TEQSA Act) Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) (National Code) Australian Human Rights Commission Act 1986 (Cth) Equal Opportunity Act 1984 (WA) Higher Education Support Act 2003 (Cth) Privacy Act 1988 (Cth) Disability Standards for Education 2005 (Cth)
Higher Education Standards Framework (Threshold Standards) 2021 (Cth)			Standard 2.2; Standard 2.3; Standard 6.1; Standard 6.2; Standard 6.3; Standard 7.3.