



SHAFSTON
www.shafston.edu

Grievance / Appeals Policy and Procedures for All Non-Academic Decisions

PURPOSE:

To ensure that any grievance from any student may formally grieve any matter that he/she feels hinders the ability to perform his/her duties effectively, and to ensure the aggrieved receives an immediate response and that an appropriate investigation takes place.

POLICY STATEMENT:

Shafston recognizes the importance of providing an efficient procedure for a timely and fair resolution of a non-academic grievance. Students are encouraged to use the process to resolve allegations including but not limited to **(1)** an employee of Shafston, **(2)** a student of Shafston, **(3)** administrative policies or procedures, **(4)** a Shafston program, service, or activity.

PROCEDURES:

1. Any student who has a grievance is encouraged in the first instance to speak immediately with the teacher or the relevant staff member involved in an attempt to informally resolve the issue.
2. If the matter cannot be resolved informally with the immediate staff member, the student should make an appointment with the relevant Academic or Administrative Manager to discuss, and attempt to resolve, the matter. The Manager will consult with staff member and, if possible, arrange a meeting between the student, staff member and the manager in an attempt to reach an acceptable solution.
3. If the matter still cannot be resolved, the Academic or Administrative Manager shall ask the student to submit a written grievance/complaint and shall record the discussion and its outcome on the departmental file for further reference. The student's written grievance/complaint shall be forwarded to the Student Support Officer for action. Please refer to our Student Complaint Policy and Procedure
4. The Student Support Officer shall consider the written complaint, consult with the relevant Manager and the student either separately and/or in the course of the meeting, and shall make a determination on the matter, which shall be relayed to the student in writing with the reasons for the decision. Please refer to our Student Complaint Policy and Procedure
5. If it is not possible to resolve the dispute internally via the above process, you can lodge an external appeal or complaint with the Overseas Students Ombudsman. They offer a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.
6. The policy does not circumscribe the student's right to pursue other legal remedies. If the student so chooses, he / she may be represented by a nominee at any stage of this process. Students may also contact the Office of Portfolio Programs, Education Queensland. Address - Education House, Mary Street, Brisbane QLD 4000.



1. The maximum timeframe for processing of written complaints from date of receipt of the student's written complaint by the Head of School to the mediator, if required, shall be ten (10) days.
2. If the matter remains unresolved, then the mediator shall provide the student with information about appropriate referral of the complaint to external agencies.
3. Nothing in Shafston's grievance and complaint policy negates the right of local and overseas students to take action under Australia's consumer protection laws in the case of financial disputes.
4. Nothing in Shafston's grievance and complaint policy negates the right of local and overseas students to pursue other legal remedies.
5. Students may nominate a support person to accompany them at any stage of the dispute resolution process